

LAUNDROMAT DEBIT CARD SYSTEM

LaundryCard™ System User Manual



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LaundryCard User's Guide

LaundryCard Users Guide

Customers
Technicians
Attendants
Collectors
Managers

Additional Resources

Terminology
Frequently Asked Questions
Shortcuts & Hints

Download



You can download the LaundryCard documentation as a PDF.

About

The **LaundryCard User Guide** provides an overview of the key features of LaundryCard and explains both its basic and more advanced usage as a Laundromat automation tool. If you still have questions that has not been answered, email us or contact our technical support team.

Customers

- Get a New Card
- Add Value to a Card
- Check the Balance on a Card
- Check Card Activity
- Register a Card
- Enter a Coupon
- Start a Machine

Technicians

- Check In
- Check Out
- Disable a Card Reader
- Enable a Card Reader
- Resetting a Cycle Timer
- Store Status Screen

Attendants

- Clock In
- Clock Out
- Reset Cycle Timer on X-Changer

- Merge Cards
- View Customer Card Activity
- Screen Reset
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- Disable a Card Reader - Mark It 'Out of Service'
- Enable a Card Reader - Attendant
- Power Cycle the Bill Acceptor
- Refund
- Scheduled Duties
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- Customer Errors Log
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Collectors

- Collect Procedure

Managers

- Shutdown
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- Equipment Setup
- General Info
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- Employee Hours Editor
- Promotions
- Attendant Duties Schedule
- Pending Attendant Duties
- Edit Messages
- Technician Solutions
- Set System Time
- Purge Cards
- Escrow
- License Key

Customers

With the LaundryCard™ you have the convenience of using the laundry without the hassles of carrying coins to start equipment. You may also get bonuses that the store is offering as a reward for your business. This manual refers to certain terms that may not be familiar to you. These terms are described below... LaundryCard™s are the plastic "charge cards" used in this Laundromat in place of coins. They can start equipment and buy products and services in this store. You get your card here, add value to it, and use it only at this location. Card readers are the small devices that read your LaundryCard™. Card readers are installed on laundry machines, some vending machines, and possibly even on doors. The card readers show how much it costs to run a machine, and after you 'swipe' your card, it also tells you the remaining balance on your card. When a machine is running, it shows (approximately) how much time is left on a machine before it is available again. X-Changer is the machine that lets you get a new LaundryCard™, add value to it, or check its balance.

Overview of Customer Functions

- Get a New Card
- Add Value to a Card
- Check the Balance on a Card
- Check Card Activity
- Register a Card
- Enter a Coupon
- Start a Machine

Get a New Card

Follow these steps to purchase a new LaundryCard.

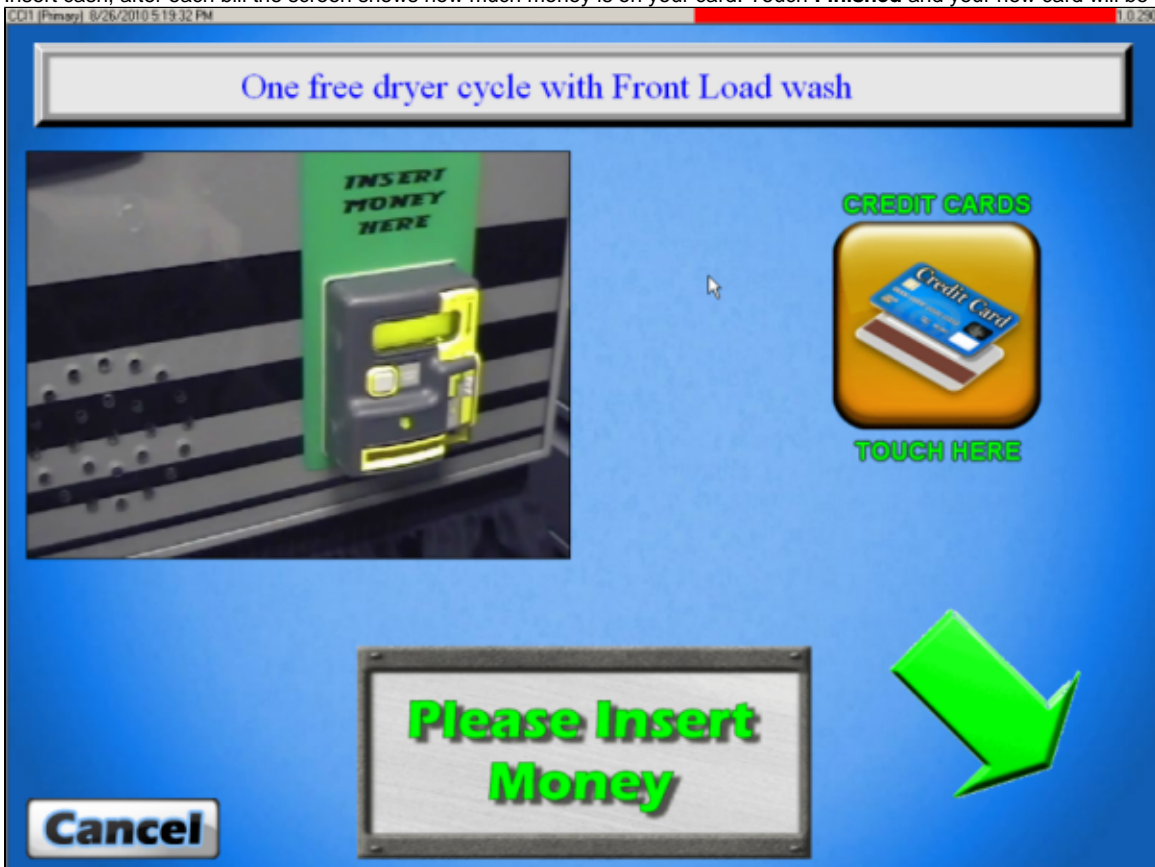
1. To purchase a new card touch **English** or **Spanish** on the X-Changer touch screen to choose your desired language



2. Touch the option to 'Get a new card' from the menu



3. Insert cash, after each bill the screen shows how much money is on your card. Touch **Finished** and your new card will be dispensed.



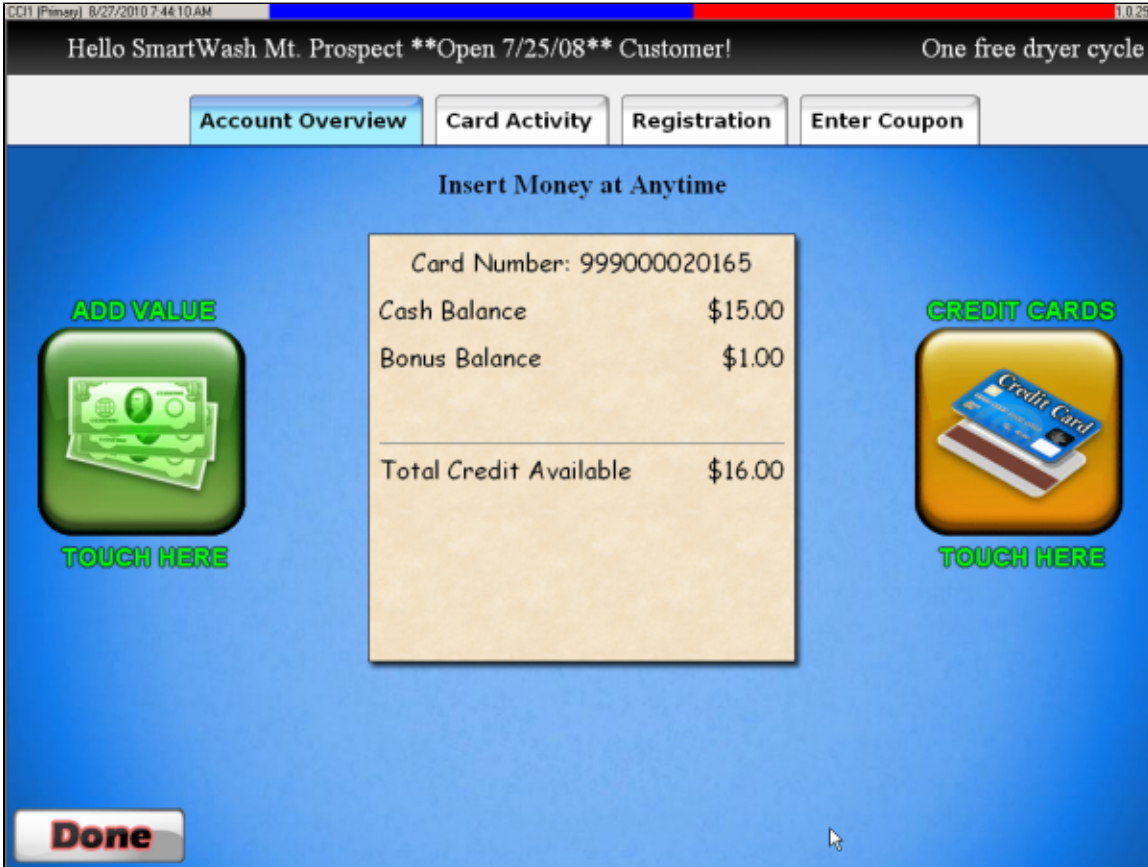
4. In some locations it may be possible to use your credit card to purchase a new card. If this feature is available then you will see an option

on the screen that you may select to use a credit card. Once this option is selected you will be prompted and guided through swiping your credit card, entering a value to transfer, and processing the transaction. A receipt may be available from a remote printer in the store, see the store attendant for the location of the receipt printer or follow the onscreen instructions.



Add Value to a Card

Insert your card into the card reader on the X-changer, and the balance shows on the screen. (Leave your card in while you do the other steps.) Insert bills into the bill acceptor and your balance will be updated automatically. If you received any bonuses your balance will be automatically updated and you will see 'Touch For More Details' in the balance window. Touching the balance window will show you the breakdown of bonus and balance info as shown below.



In some locations it may be possible to use your credit card to add value to your card. If this feature is available then you will see an option on the screen that you may select to use a credit card. Once this option is selected you will be prompted and guided through swiping your credit card, entering a value to transfer, and processing the transaction. A receipt may be available from a remote printer in the store, see the store attendant for the location of the receipt printer. Remove your card when finished.

 ImageNeeded

Check the Balance on a Card

Insert your card into the X-Changer, and the correct balance appears. Remove your card when you are done.



Check Card Activity

Touch the 'Card Activity' button/tab on the top of the screen. You will be presented with the activities of your card in date and time sequence.

Date	Transaction Type	Mach. ID	Transaction Amount	Balance
8/27/2010 7:30:27 AM	35: Manager Added Bonus to Card	1001	\$1.00	\$15.00
8/27/2010 7:30:27 AM	32: Manager Added Money to Card	1001	\$15.00	\$15.00
8/27/2010 7:30:27 AM	1: Card Issued	1001	\$0.00	\$0.00

Register a Card

If you would like to assign your personal contact information to your card press the 'Registration' button at the top of the screen. You will be presented with an onscreen keyboard. After you complete each field, touch the next field to edit that field (required fields have a red asterisks). When complete, touch the 'Save' button on the screen.

001 | Pmepj | 8/27/2010 7:57:19AM | 110293

Front Load wash One free dryer cycle with Front Load wash

Account Overview Card Activity **Registration** Enter Coupon

English Spanish **Save**

*Name *Zip Code

*Address Phone

*City E-Mail

*State (IL, WI, NY) Birthday (mm/dd/yyyy)

1 2 3 4 5 6 7 8 9 0 - ←

Q W E R T Y U I O P Clear

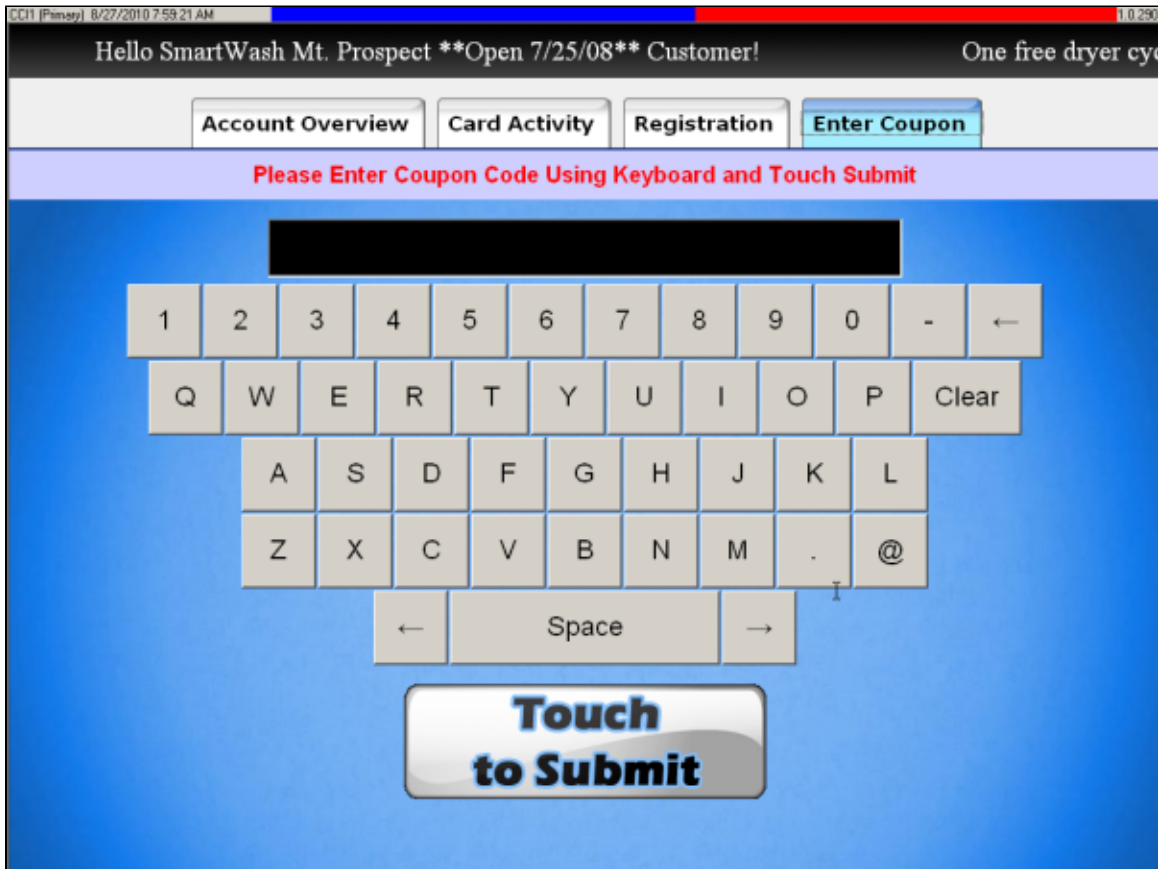
A S D F G H J K L

Z X C V B N M . @

← Space →

Enter a Coupon

If you have a coupon you can enter it by pressing the 'Enter Coupon' button at the top of the screen. You will be presented with an onscreen keyboard, once you have entered your coupon code press the 'Touch to Submit' option on the screen and your coupon will be applied to your account.



Start a Machine

The card reader will display the current vend price. Insert card in the card reader on the machine and then when prompted, remove it. The Machine starts if sufficient value exists.



Some machines require 'Start' button to be pressed after card reader has approved transaction



The card reader shows you how much is left on your card and how long this machine will be busy



Multi-Vend capable machines

- The cycle time is displayed on the machine, the card reader will display 'Machine in Use'
- The vend price is displayed on the machine, except for **Wascomat & Electrolux** machines

For a complete list of Multi-Vend compatible machines see MLV Compatibility List

Technicians

Technician's Cards look like customer LaundryCard™, but they also show you which machines are out of service and why. Once you have repaired a machine, you tell the system that the machine is again ready for use. The manager can also put value on your card so that you can use it to start machines. Card readers are the devices that read your LaundryCard™. The card reader acts as an electronic coin drop, designed with a pulse relay that simulates the native pulse from a coin drop. Card readers are installed on equipment throughout the store. (You may also see card readers on doors.) The card readers have a display that tells you your account balance and the price of the specific machine. The display also acts as a timer to let you know how much time is left on a machine before it is available again.

Getting a New Technicians Card

Issuing a Technician's card is done by the store manager, who may also either add value to your card directly or reimburse you for money you add to your card. (**Note:** an attendant typically disables a card reader when the machine breaks, and then the Technician is called in.)

Overview of Customer Functions

- [Check In](#)
- [Check Out](#)
- [Disable a Card Reader](#)
- [Enable a Card Reader](#)
- [Resetting a Cycle Timer](#)
- [Store Status Screen](#)

Check In

Insert your Technicians card into either of the two X-Changers. You will be prompted with a confirmation screen. This confirmation screen will display the current date and time and allow you to check in.



Check Out

Insert your Technicians card and select the **Clock Out** option at the top of the screen, the system will prompt you to confirm, touch **yes**



Disable a Card Reader

Insert your card into the X-Changer. An Equipment screen appears that shows every machine number on a grid. The numbers are color-coded: black means the machine is okay, blue means the machine is running, and red means the machine is disabled.

Equipment Status

Clock Out
Store Status
Done

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0
16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 1	LINE 1	LINE 1	LINE 1	LINE 1
31	32	33	34	35	36	37	38	39	40	41	42	43	44	45
LINE 1	LINE 1	LINE 1	LINE 1	LINE 1	LINE 1	LINE 1	LINE 1	LINE 1	LINE 1	LINE 1	LINE 1	LINE 1	LINE 1	LINE 1
46	47	48	49	50	51	52	53	54	55	56	57	58	59	60
LINE 1	LINE 1	LINE 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
61	62	63	64	65	66	67	68	69	70	71	72	73	74	75
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
76	77	78	79	80	81	82	83	84	85	86	87	88	89	90
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
91	92	93	94	95	96	97	98	99	100	101	102	103	104	105
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2
106	107	108	109	110	111	112	113	114	115	116	117	118	119	120
LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2
121	122	123	124	125	126	127	128	129	130	131	132	133	134	135
LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 3	LINE 3	LINE 3	LINE 3	LINE 3
136	137	138	139	140	141	142	143	144	145	146	147	148	149	150
LINE 3	LINE 3	LINE 3	LINE 3	LINE 3	LINE 3	LINE 3	LINE 3	LINE 3	LINE 3	LINE 4	LINE 4	LINE 4	LINE 4	LINE 4
151	152	153	154	155	156	157	158	159	160	161	162	163	164	165
LINE 4	LINE 4	LINE 4	LINE 4	LINE 4	LINE 4	LINE 4	LINE 4	LINE 4	LINE 4	N/A	N/A	N/A	N/A	N/A
166	167	168	169	170	171	172	173	174	175	176	177	178	179	180
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
181	182	183	184	185	186	187	188	189	190	191	192	193	194	195
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
196	197	198	199	200	201	202	203	204	205	206	207	208	209	210
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A



Touch the machine number that you wish to disable, the machine detail screen will appear. Select the reason for disabling the machine from the menu, and the current status will be updated. Touch the DONE option and the machine will be disabled.



The Machine Info Screen

This screen has a Current Status at the top, which indicates whether the machine is okay (Status 1), whether it's currently running (Status 2), or why it's out of service (Status 3-12). Select the closest description for why the machine is not functioning properly. The new status number will appear at the top. Touch **DONE** to exit. Notice that on the Equipment screen, that machine now appears red. This screen also will display the selected machines Model and Serial Number as well as the date the machine was put into service. This information is located in the upper left hand corner of the screen. This information should have been entered into the system when either the machine was added to the store or when the card system was installed. If this information is not displaying, it can be added through the manager's functions. This screen also will display the last card that was used to start this machine, this information is located just beneath the machine number in Blue text.

Enable a Card Reader

Check machine status using the two Equipment screens as described above to find out what's wrong with the machine. Then remove your card and take it with you while you repair the equipment. Insert your card into the X-Changer, select the machine number, and when the Status screen appears, touch 1 MACHINE OK. This will prompt you with a solutions screen. You may select multiple options on the screen, choose the options that closest match the repair. When ready press SAVE on the screen to complete the transaction. Your name, date, time, and reason will be recorded in a history record for this machine for the owners review.

CC1 [Primary] 8/27/2010 9:19:00AM 1.0.290

Select Services Performed


<input checked="" type="checkbox"/> Cleared Drain Valve	<input type="checkbox"/> Replaced Drain Valve
<input type="checkbox"/> Repaired Water Valve	<input type="checkbox"/> Replaced Water Valve
<input type="checkbox"/> Repaired Timer/Micro	<input type="checkbox"/> Replaced Timer/Micro
<input type="checkbox"/> Repaired Motor	<input type="checkbox"/> Replaced Motor
<input type="checkbox"/> Repaired Electronics	<input type="checkbox"/> Replaced Electronics
<input type="checkbox"/> Repaired Bearings	<input type="checkbox"/> Replaced Belt
<input type="checkbox"/> Repaired Wiring	<input checked="" type="checkbox"/> Replaced Contactor
<input type="checkbox"/> Repaired Card Reader	<input type="checkbox"/> Replaced Card Reader
<input type="checkbox"/> Repaired Door /Lock	<input type="checkbox"/> Replaced Door /Lock
<input type="checkbox"/> Repaired Other	<input type="checkbox"/> Replaced Other
<input type="checkbox"/> Repaired Cover	

Resetting a Cycle Timer

Once a machine has been started by the card reader the an internal timer is started that will prevent any other card from interacting with the card reader during the cycle time. There are two ways you can reset the cycle timer on a card reader...


Reset Cycle Timer on X-Changer

Insert your card, and select the machine. Change its status from 'in use' to 'Machine Okay.' Then touch **DONE** to exit the screen. Note, however, that if you want to record a reason why you are re-starting the timer, first disable the machine with the appropriate code, and then return its status to 'Okay.'

 This feature only works with 'Pulse' mode card readers and will not work with 'Multi-Vend' style card readers.

Reset Cycle Timer from the Card Reader

This prevents other customers from accidentally swiping a card reader on a machine that is already running. The **Technicians card** has a unique feature that allow it to reset this cycle time to allow a technician to stop and restart a machine for testing purposes. To reset the cycle time re-insert your card while the machine is running, after a few moments the cycle time will reset and the card reader will be ready to accept another card.

 This feature only works with 'Pulse' mode card readers and will not work with 'Multi-Vend' style card readers.



Note

This process only works if the technician card that started the machine is trying to stop it. Otherwise, you must go to the X-Changer to stop a machine's timer.

Store Status Screen

Touch the **Store Status** button from the Technicians menu.



A technical analysis of the system This function is primarily used by Card Concepts technicians to supplement technical support.

GENERAL STATUS

SmartWash Mt. Prospect **Open 7/25/08** (290)
 1631 W. Algonquin Road
 Current Time: 8/27/2010 9:36:48 AM
 Network Check: 8/27/2010 9:36:33 AM

X-Changer A Connection
 Database Primary: X-Changer A
 Database Backup: X-Changer B

X-Changer B Connection
 Database Primary: X-Changer A
 Database Backup: X-Changer B

Last Transaction From: X-Changer A at 8/27/2010 9:18:46 AM - (Card=, MachID=5, Type=65, Amount=\$0.00)

APPLICATION STATUS

X-Changer A
 8/26/2010 12:49:44 PM - Application Started - D:\CC1\Bin\StateMachine.exe - (Memory Usage: 31,592k)
 8/26/2010 12:52:37 PM - Application Started - D:\CC1\Bin\wcrd.exe

X-Changer B
 8/26/2010 11:11:07 AM - Application Started - D:\CC1\Bin\StateMachine.exe
 8/26/2010 11:11:17 AM - Application Started - D:\CC1\Bin\wcrd.exe

BACKUP STATUS

X-Changer A
 Backup Log Not Found

X-Changer B
 3/15/2010 1:34:57 AM-1:35:05 AM Backup OK. Source DB: DSN=CC1SQL;UID=sa, Destination DB: DSN=CC12SQL;UID=sa;
 1 records to copy. 1 Records added.

CARD READER/LINE STATUS

X-Changer A

Wcrd 2.26 2010/08/26 12:52:37 Running in Backup Mode
 Comm Line Status:
 Line= 0 Status=0=Success
 Line= 1 Status=0=Success
 Line= 2 Status=0=Success
 Line= 3 Status=0=Success
 Line= 4 Status=2=Success - Waiting on response
 Problem Readers (more than 2 errors in last minute):
 Line= 0 MachID: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23
 Line= 1 MachID: 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47

X-Changer B

Wcrd 2.24 2010/08/26 11:20:34 Running in Master Mode
 Comm Line Status:
 Line= 0 Status=2=Success - Waiting on response
 Line= 1 Status=0=Success
 Line= 2 Status=2=Success - Waiting on response
 Line= 3 Status=2=Success - Waiting on response
 Line= 4 Status=2=Success - Waiting on response
 Problem Readers (more than 2 errors in last minute):
 Line= 0 MachID: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23

Attendants

Attendants are defined as the people who work within a store and deal with customers and equipment issues during the day. LaundryCard provides unique features to Attendants to help them better manage their shift, including ways to assist customers, manage equipment, as well as manage responsibilities. Attendant Cards provide the attendants the key to these functions.

Get a New Attendants Card

Attendant cards are issued by a manager, the managers are also able to add values to the Attendants card.

Overview of Attendant Functions


- Clock In

- Clock Out
- Reset Cycle Timer on X-Changer
- Merge Cards
- View Customer Card Activity
- Screen Reset
- Check System Messages
- Disable a Card Reader - Mark It 'Out of Service'
- Enable a Card Reader - Attendant
- Power Cycle the Bill Acceptor
- Refund
- Scheduled Duties
- Attendant Work Schedule
- Customer Errors Log
- Assign From Escrow
- Verify Credit Card

Clock In

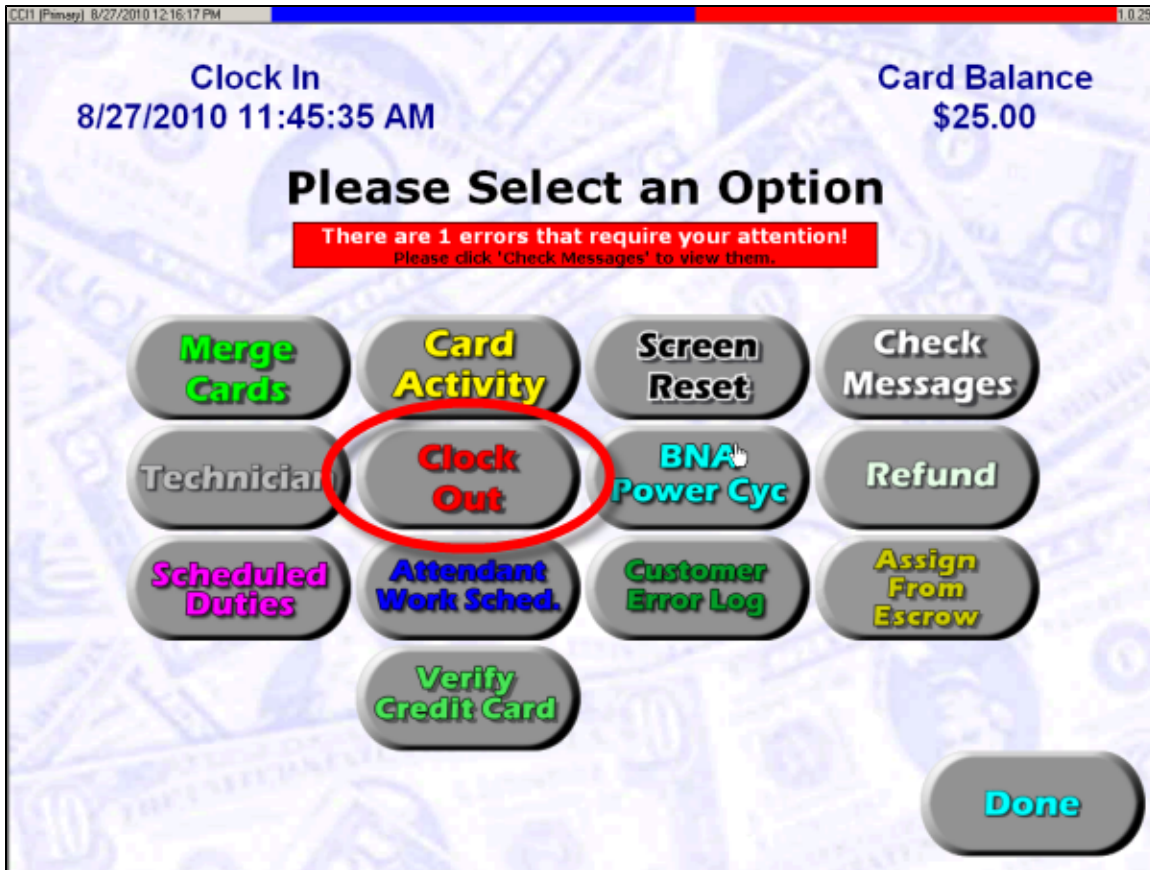
Insert your card into the X-Changer. You will be prompted with the current date and time, select YES to clock in. Once you have clocked in you will see the attendant main menu. In the upper left corner of the screen the system will always show you your "Clock In" time for your active shift. The upper right corner of your screen will show you the balance on your attendant card.



 Attendant card card will not be able to start machines unless clocked in.

Clock Out

Insert your card and choose CLOCK OUT from the attendant's menu. The system asks you to confirm your selection.



Reset Cycle Timer on X-Changer



Attendants

To access the Equipment Status screen you must insert Attendants card and choose **Technician** from the Attendants menu

Once a machine has been started by the card reader the an internal timer is started that will prevent any other card from interacting with the card reader during the cycle time. There are two ways you can reset the cycle timer on a card reader...

Reset Cycle Timer on X-Changer

Insert your card, and select the machine. Change its status from 'in use' to 'Machine Okay.' Then touch **DONE** to exit the screen. Note, however, that if you want to record a reason why you are re-starting the timer, first disable the machine with the appropriate code, and then return its status to 'Okay.'



This feature only works with 'Pulse' mode card readers and will not work with 'Multi-Vend' style card readers.

Reset Cycle Timer from the Card Reader

This prevents other customers from accidentally swiping a card reader on a machine that is already running. The **Technicians card** has a unique feature that allow it to reset this cycle time to allow a technician to stop and restart a machine for testing purposes. To reset the cycle time re-insert your card while the machine is running, after a few moments the cycle time will reset and the card reader will be ready to accept another card.



This feature only works with 'Pulse' mode card readers and will not work with 'Multi-Vend' style card readers.

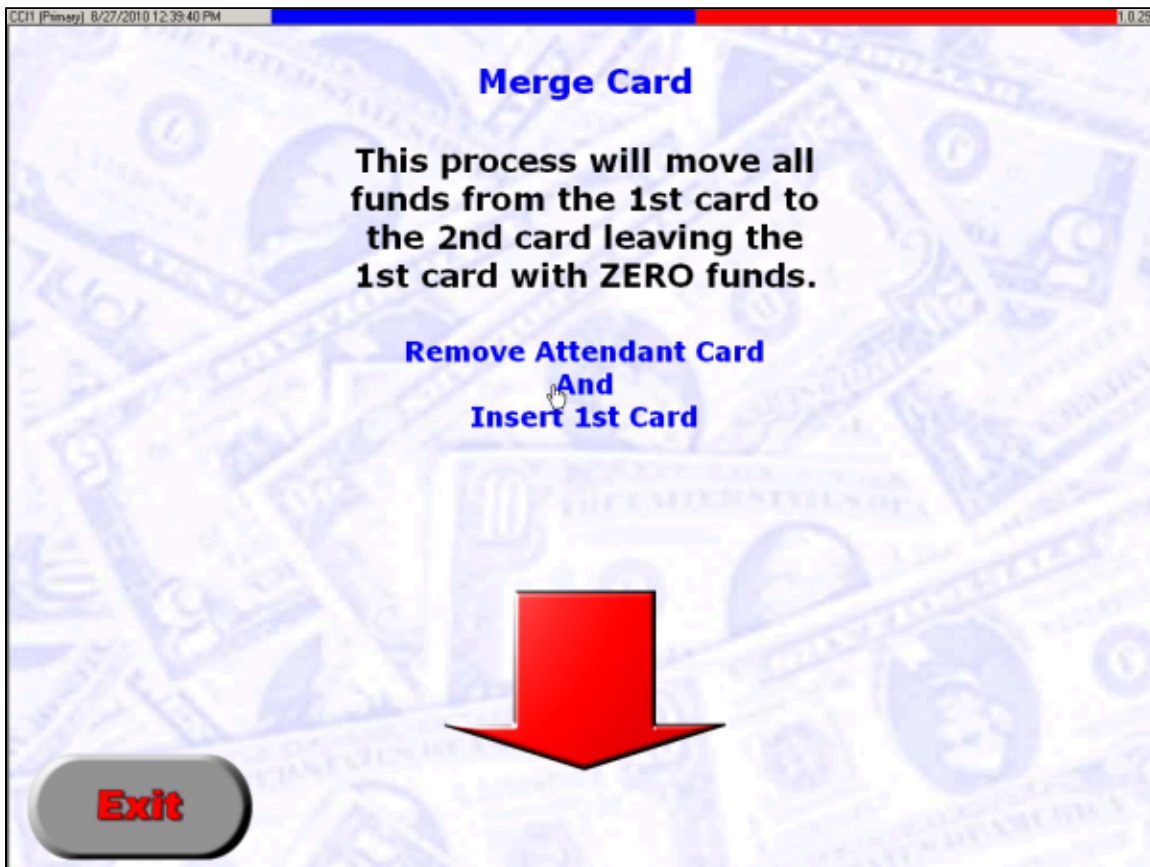
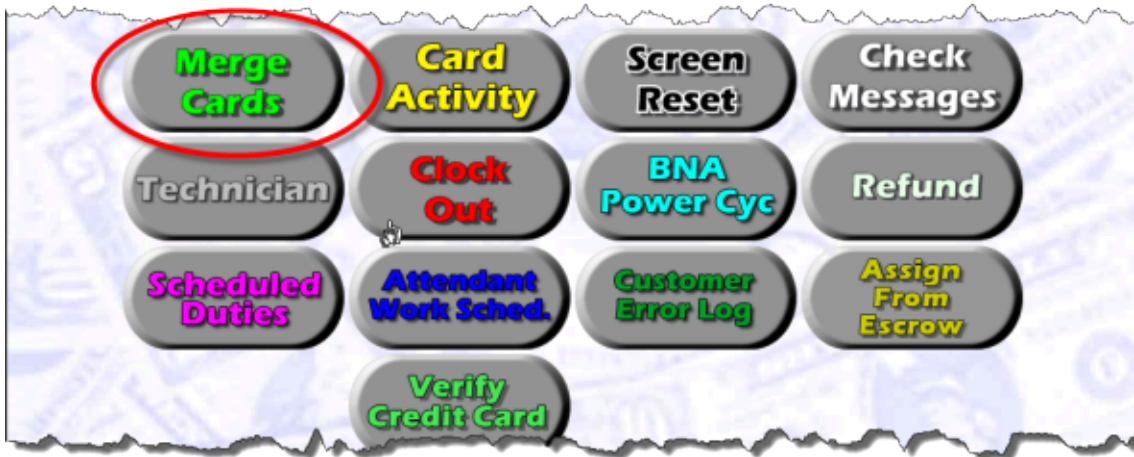


Note

This process only works if the technician card that started the machine is trying to stop it. Otherwise, you must go to the X-Changer to stop a machine's timer.

Merge Cards

Insert your card and select the **MERGE** option from the main menu. Then remove your card.



Insert the first customer card into the card reader. At the prompt, remove the first card and insert the second card. This second card will receive the balance taken from the first card.



Remove the card to complete the transaction. Give the first card to management and return the second card to the customer.



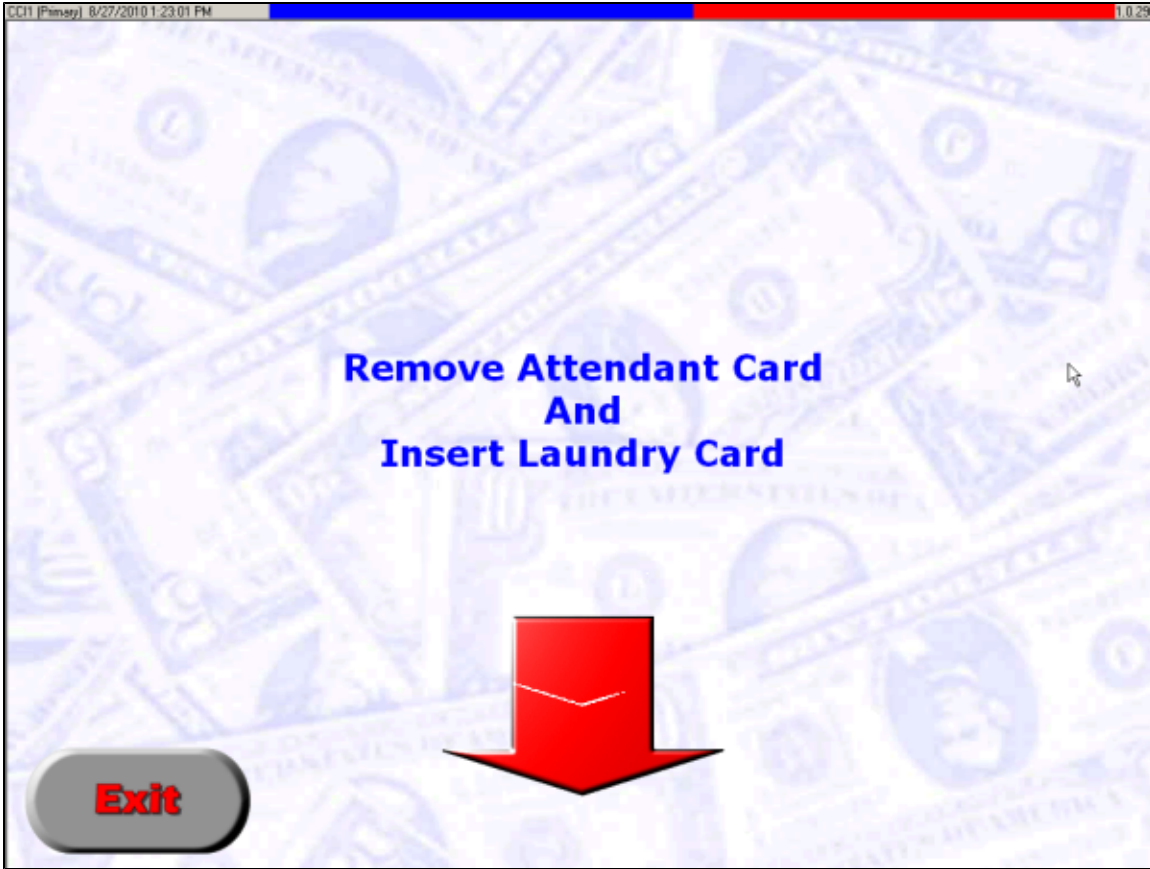
✓ Transferring balances is helpful if customers end up with multiple cards.

View Customer Card Activity

Insert card and select the **Card Activity** option from the main menu.



Then remove your card and insert the customer's card.



The screen will show the most recent card activity at the top of the list. Time, date, machine number, transaction amount, and account balance are all available through this screen

CC1 [Pmsaj] 8/27/2010 1:24:17 PM 1.0.290

SMARTWASH MT. PROSPECT **OPEN 7/25/08**
1631 W. ALGONQUIN ROAD

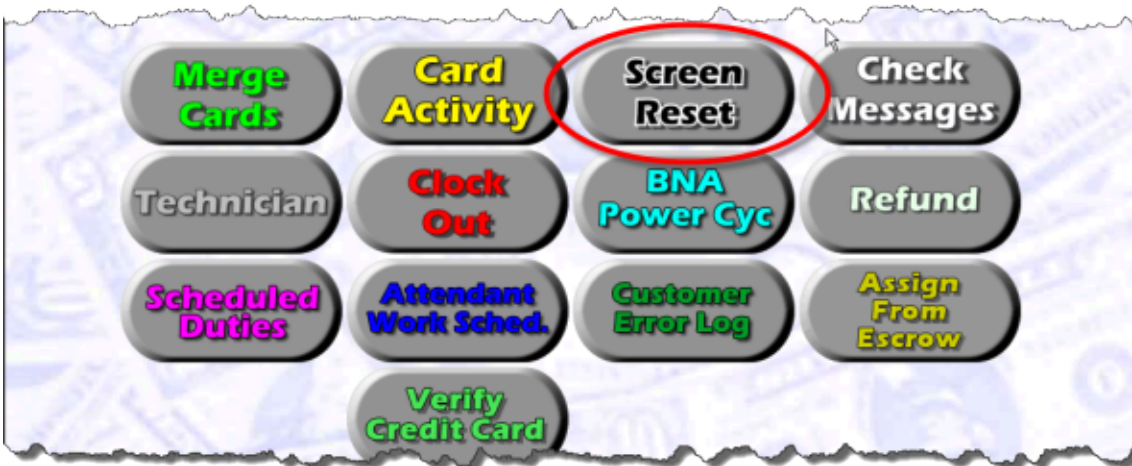
Done

Activity for Card 999000020102

Date	Transaction Type	Mach. ID	Transaction Amount	Balance
8/27/2010 12:43:24 PM	32: Manager Added Money to Card	1001	\$0.52	\$0.52
8/27/2010 12:43:24 PM	1: Card Issued	1001	\$0.00	\$0.00

Screen Reset

This button allows the user to reset the running programs at the X-Changer without needing access to the keyboard and mouse. This is **not** the same as restarting the computer. The computer will always be running throughout this process, only the programs are reset. This procedure can be performed on either X-Changer.



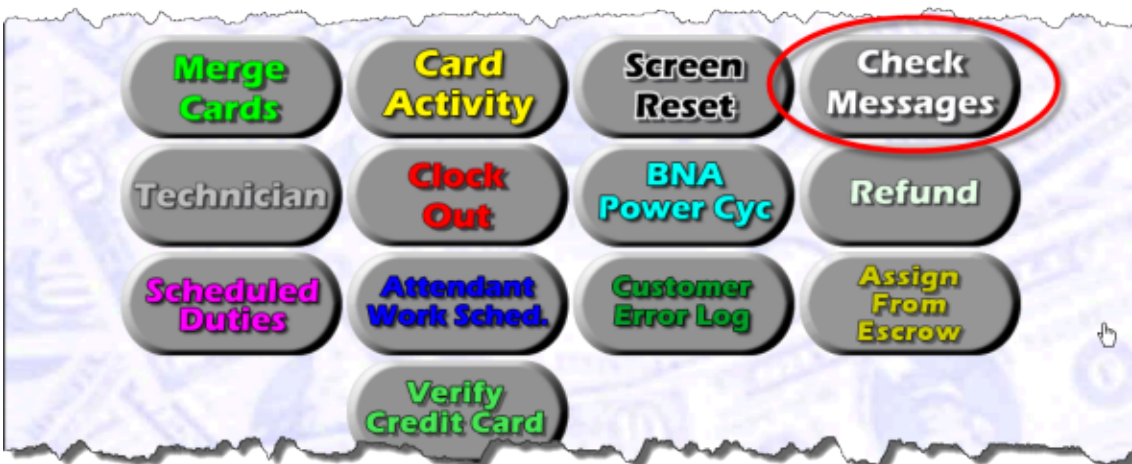


Check System Messages

If a red bar appears at the top of the X-Changer screen, this indicates that the system is trying to alert of an issue. This function will show a general overview of what is causing the red bar. It is important to always monitor the system for the presence of a Red Bar, if one appears it could mean that the system needs service. If a message does not contain clear instructions on what the problem is then contact the store manager for further assistance.

 **NEVER IGNORE A RED LINE!**

Insert card, click on the **Check System Messages** button.



The page will display the reason for the read line, if the message is clear then take action and the message and red bar will clear within one minute. If the message is unclear it may require additional service attention.

CC1 (Pmsy) 8/27/2010 1:40:12 PM
1.0.290

System Error Messages

8/27/2010 1:40:08 PM

Back
REFRESH

X-Changer A

WCRD Errors.txt

```

Merd 2.26 2010/08/26 12:52:37 Running in Backup Mode
Conn Line Status:
Line= 0 Status=0=Success
Line= 1 Status=0=Success
Line= 2 Status=0=Success
Line= 3 Status=0=Success
Line= 4 Status=2=Success - Waiting on response
Problem Readers (more than 2 errors in last minute):
Line= 0 MachID: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24
Line= 1 MachID: 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48
Line= 2 MachID: 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125
126 127 128 129 130
Line= 3 MachID: 131 132 133 134 135 136 137 138 139 140 141 142 143 144 200 201
Line= 4 MachID: 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 210
Readers set offline:
Line= 0 MachID: None
Line= 1 MachID: None
Line= 2 MachID: None
Line= 3 MachID: None
Line= 4 MachID: None
OK Readers (<= 2 errors in last minute):
Line= 0 MachID: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24
Line= 1 MachID: 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48
Line= 2 MachID: 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125
126 127 128 129 130
Line= 3 MachID: 131 132 133 134 135 136 137 138 139 140 141 142 143 144 200 201
Line= 4 MachID: 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 210
MachID Lin Sta PollCnt RespOK ErrCommResp ErPollTmOut ErrRetry RetryFail
-----
1 0 1 0/0 0/0 0/0 0/0 0/0
2 0 1 0/0 0/0 0/0 0/0 0/0
3 0 1 0/0 0/0 0/0 0/0 0/0
4 0 1 0/0 0/0 0/0 0/0 0/0

```

Disable a Card Reader - Mark It 'Out of Service'

Attendants

Choose **Technician** from Attendant Menu in order to access the Equipment Status screen

Insert your card into the X-Changer. An Equipment screen appears that shows every machine number on a grid. The numbers are color-coded: black means the machine is okay, blue means the machine is running, and red means the machine is disabled.

Equipment Status

Clock Out
Store Status
Done

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0
16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 0	LINE 1	LINE 1	LINE 1	LINE 1	LINE 1
31	32	33	34	35	36	37	38	39	40	41	42	43	44	45
LINE 1	LINE 1	LINE 1	LINE 1	LINE 1	LINE 1	LINE 1	LINE 1	LINE 1	LINE 1	LINE 1	LINE 1	LINE 1	LINE 1	LINE 1
46	47	48	49	50	51	52	53	54	55	56	57	58	59	60
LINE 1	LINE 1	LINE 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
61	62	63	64	65	66	67	68	69	70	71	72	73	74	75
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
76	77	78	79	80	81	82	83	84	85	86	87	88	89	90
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
91	92	93	94	95	96	97	98	99	100	101	102	103	104	105
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2
106	107	108	109	110	111	112	113	114	115	116	117	118	119	120
LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2
121	122	123	124	125	126	127	128	129	130	131	132	133	134	135
LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 2	LINE 3	LINE 3	LINE 3	LINE 3	LINE 3
136	137	138	139	140	141	142	143	144	145	146	147	148	149	150
LINE 3	LINE 3	LINE 3	LINE 3	LINE 3	LINE 3	LINE 3	LINE 3	LINE 3	LINE 3	LINE 4	LINE 4	LINE 4	LINE 4	LINE 4
151	152	153	154	155	156	157	158	159	160	161	162	163	164	165
LINE 4	LINE 4	LINE 4	LINE 4	LINE 4	LINE 4	LINE 4	LINE 4	LINE 4	LINE 4	N/A	N/A	N/A	N/A	N/A
166	167	168	169	170	171	172	173	174	175	176	177	178	179	180
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
181	182	183	184	185	186	187	188	189	190	191	192	193	194	195
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
196	197	198	199	200	201	202	203	204	205	206	207	208	209	210
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A



Touch the machine number that you wish to disable, the machine detail screen will appear. Select the reason for disabling the machine from the menu, and the current status will be updated. Touch the DONE option and the machine will be disabled.



The Machine Info Screen

This screen has a Current Status at the top, which indicates whether the machine is okay (Status 1), whether it's currently running (Status 2), or why it's out of service (Status 3-12). Select the closest description for why the machine is not functioning properly. The new status number will appear at the top. Touch **DONE** to exit. Notice that on the Equipment screen, that machine now appears red. This screen also will display the selected machine's Model and Serial Number as well as the date the machine was put into service. This information is located in the upper left hand corner of the screen. This information should have been entered into the system when either the machine was added to the store or when the card system was installed. If this information is not displaying, it can be added through the manager's functions. This screen also will display the last card that was used to start this machine, this information is located just beneath the machine number in Blue text.

Enable a Card Reader - Attendant



Attendants

Choose **Technician** from Attendant Menu in order to access the Equipment Status screen

Check machine status using the two Equipment screens as described above to find out what's wrong with the machine. Then remove your card and take it with you while you repair the equipment. Insert your card into the X-Changer, select the machine number, and when the Status screen appears, touch 1 MACHINER OK. This will prompt you with a solutions screen. You may select multiple options on the screen, choose the options that closest match the repair. When ready press SAVE on the screen to complete the transaction. Your name, date, time, and reason will be recorded in a history record for this machine for the owners review.

CC1 (Pmsay) 8/27/2010 9:19:00AM 1.0.290

Select Services Performed

<input checked="" type="checkbox"/> Cleared Drain Valve <input type="checkbox"/> Repaired Water Valve <input type="checkbox"/> Repaired Timer/Micro <input type="checkbox"/> Repaired Motor <input type="checkbox"/> Repaired Electronics <input type="checkbox"/> Repaired Bearings <input type="checkbox"/> Repaired Wiring <input type="checkbox"/> Repaired Card Reader <input type="checkbox"/> Repaired Door/Lock <input type="checkbox"/> Repaired Other <input type="checkbox"/> Repaired Cover	<input type="checkbox"/> Replaced Drain Valve <input type="checkbox"/> Replaced Water Valve <input type="checkbox"/> Replaced Timer/Micro <input type="checkbox"/> Replaced Motor <input type="checkbox"/> Replaced Electronics <input type="checkbox"/> Replaced Belt <input checked="" type="checkbox"/> Replaced Contactor <input type="checkbox"/> Replaced Card Reader <input type="checkbox"/> Replaced Door/Lock <input type="checkbox"/> Replaced Other
---	--

Power Cycle the Bill Acceptor

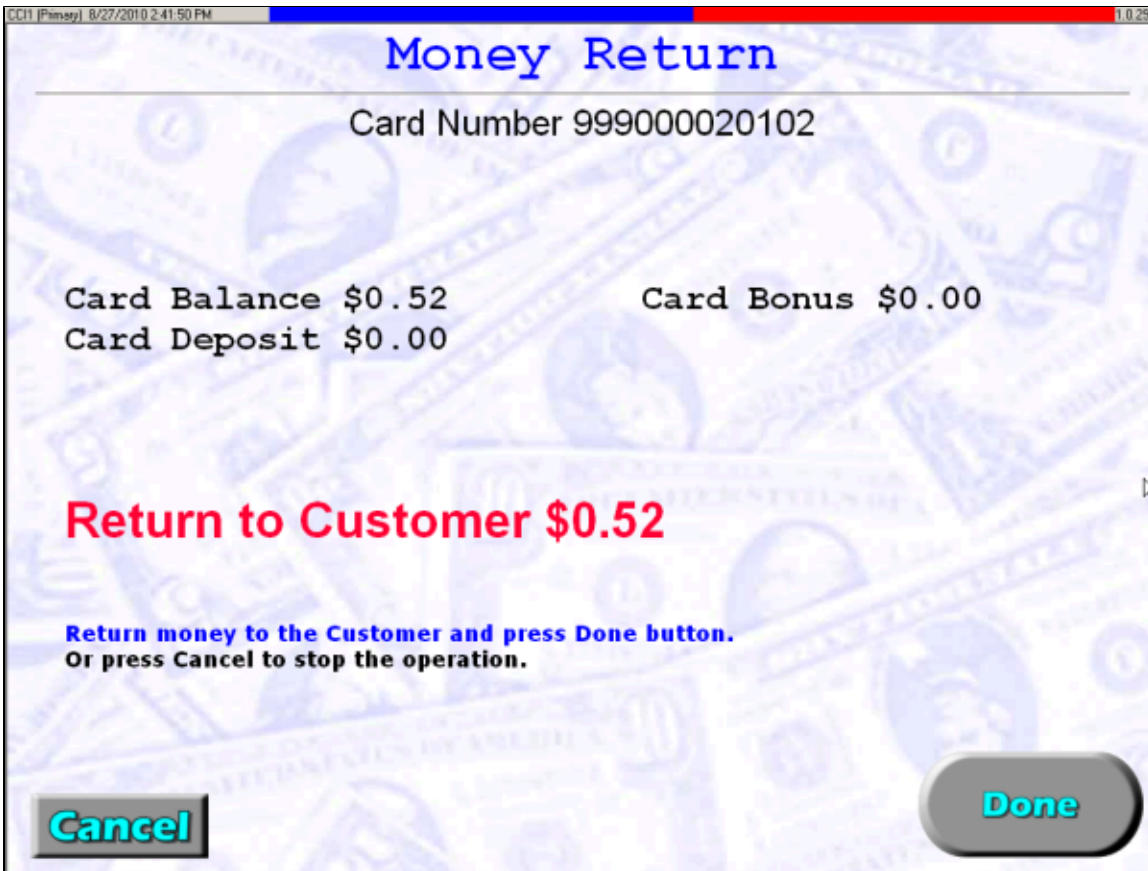
Select the **BNA POWER CYC** button from the attendant menu. The screen will ask you to wait 2 to 3 minutes. Selecting this option will recycle power to the bill acceptor. The **BNA POWER CYC** button is useful for clearing occasional bill jams.

Refund

If refunds are supported by the store, this button can be used to keep track of cash refunds.

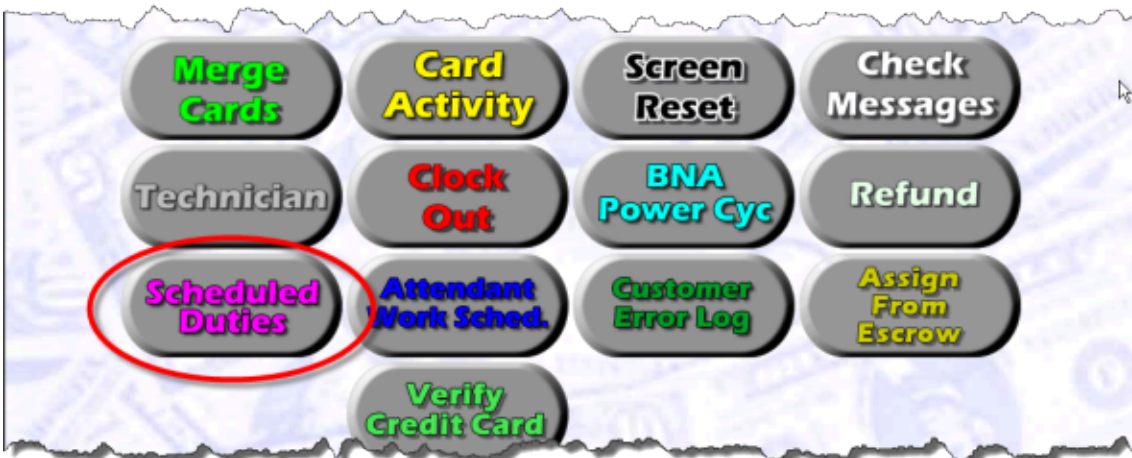


When performed the system assumes that the user performing this function will refund cash from a source other than the X-Changer's bill stacker. When prompted, remove user card and insert customers Laundry Card. The card balance information appears. The amount to return to the customer is displayed, once user presses DONE the card is cleared and can be returned to management to be reused. The customer should have received a cash refund, this refund is logged and tracked in Refund report.



Scheduled Duties

Scheduled by the Manager; these scheduled tasks can be one time tasks or reoccurring items that returned on a scheduled basis. As an attendant if a Blue bar appears at the top of the screen, then this indicates a scheduled task is pending and requires completion. The Attendant inserts his/her card and clicks the **Scheduled Duties** button from the Attendant menu to view jobs that should be done.



A new screen appears that shows all jobs scheduled for the current time. Tasks listed will have a start and end time shown, it is expected that the Attendant on duty will complete these tasks within the time frame posted. Once the task is completed the Attendant who performed the task

should return to the X-Changer and select **Complete** from the screen, the attendant will receive "credit" for completing the task on time. If the task is not completed within the posted time frame the task will be removed from the screen and a report is generated showing the attendants that were on the clock at the time the task was **NOT** completed. Once all of the tasks have been removed from the screen the Blue bar at the top of the screen will disappear.

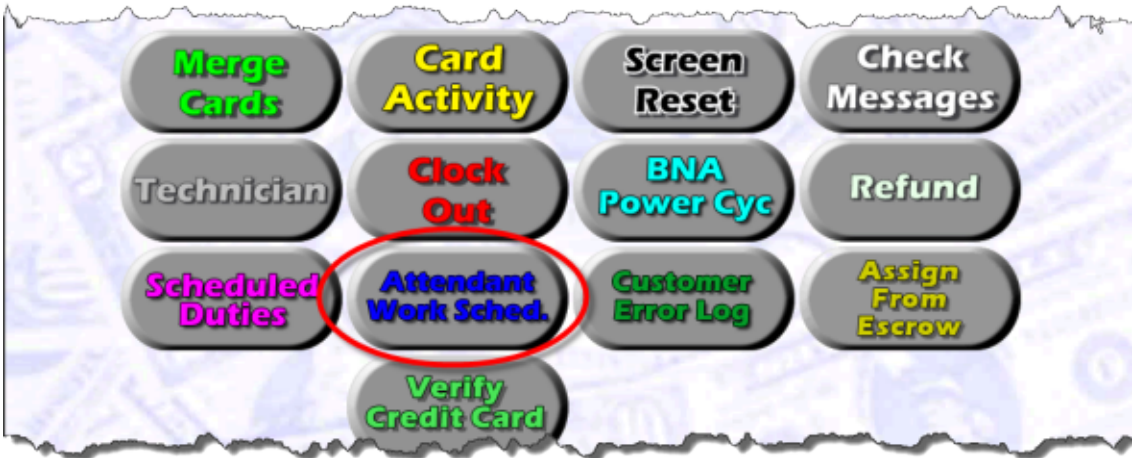
CC1 (Pmsay) 8/27/2010 2:59:32 PM 1.0.290

DONE **Attendant Scheduled Duties**

Task ID	Task Description	Scheduled Start Date and Time	Scheduled Complete Date and Time	Click button when Complete
11099	Clean Dryer Lint	8/27/2010 12:00:00 PM	8/27/2010 2:59:59 PM	COMPLETE
11103	Clean Internet Station	8/27/2010 12:00:00 PM	8/27/2010 5:59:59 PM	COMPLETE
11104	Wipe Down Pop and Candy Machine	8/27/2010 12:00:00 PM	8/27/2010 5:59:59 PM	COMPLETE
11107	Clean Dryer Glass Machine #s 31-60	8/27/2010 12:00:00 PM	8/27/2010 5:59:59 PM	COMPLETE
11090	Sweep Floor	8/27/2010 12:00:00 PM	8/27/2010 5:59:59 PM	COMPLETE
11093	Mop Floor	8/27/2010 12:00:00 PM	8/27/2010 5:59:59 PM	COMPLETE
11095	Clean Bathroom	8/27/2010 6:00:00 AM	8/27/2010 5:59:59 PM	COMPLETE

Attendant Work Schedule

Work schedule can be viewed by pressing the **Attendant Work Sched** button. The current and future work schedule as set by either the 'Head Attendant' or the manager is displayed.



By touching the months at the top of the screen will allow you to switch the viewable month. If the store's printer is accessible you may also print the schedule. Check with the store manager before printing schedules.

[Back to Menu](#)

Attendant Schedule

<< July

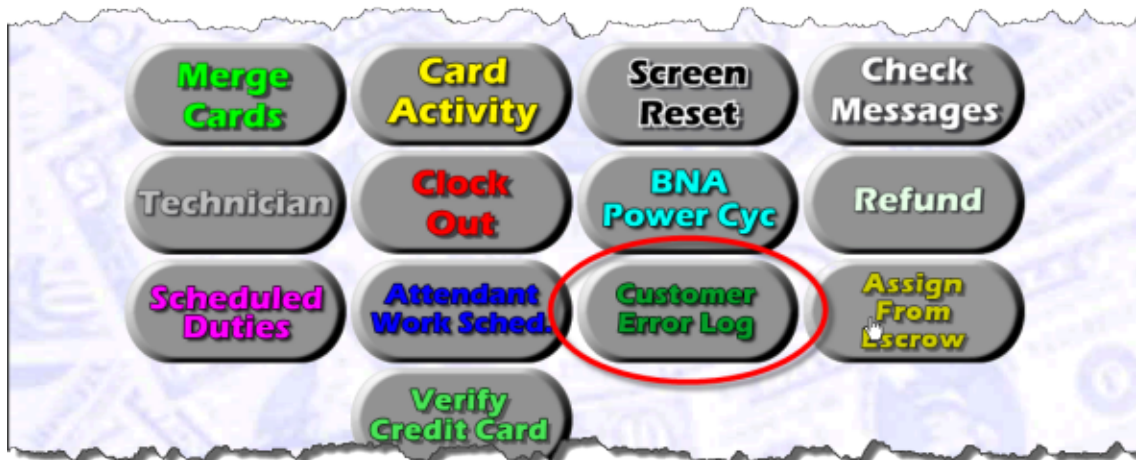
September >>

August 2010

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00A-12:00P Martha Garduno (new card 5-15) 12:00P-6:00P Jose Mora (new for 11-24-09) 5988 6:00P-11:59P Heidi (temp card)	8:00A-12:00P Carmen Jaeger (new card 11-9-09) 12:00P-6:00P Jose Mora (new for 11-24-09) 5988 6:00P-11:59P Martha Garduno (new card 5-15)	8:00A-12:00P Martha Garduno (new card 5-15) 12:00P-6:00P Jose Mora (new for 11-24-09) 5988 6:00P-11:59P Heidi Figueroa	8:00A-3:00P Martha Garduno (new card 5-15) 3:00P-11:59P Heidi Figueroa	8:00A-12:00P Heidi Figueroa (new card 5-15) 12:00P-6:00P Jose Mora (new for 11-24-09) 5988 6:00P-11:59P Martha Garduno (new card 5-15)	8:00A-12:00P Jose Mora (new for 11-24-09) 5988 12:00P-6:00P Carmen Jaeger (new card 11-9-09) 6:00P-11:59P Angelica Ramos	8:00A-12:00P Martha Garduno (new card 5-15) 12:00P-6:00P Angelica Ramos 6:00P-11:59P Carmen Jaeger (new card 11-9-09)
8:00A-12:00P Martha Garduno (new card 5-15) 12:00P-6:00P Jose Mora (new for 11-24-09) 5988 6:00P-11:59P Jose Mora (new for 11-24-09) 5988	8:00A-12:00P Carmen Jaeger (new card 11-9-09) 12:00P-6:00P Jose Mora (new for 11-24-09) 5988 6:00P-11:59P Martha Garduno (new card 5-15)	8:00A-12:00P Martha Garduno (new card 5-15) 12:00P-6:00P Heidi Figueroa 6:00P-11:59P Jose Mora (new for 11-24-09) 5988	8:00A-12:00P Angelica Ramos (new card 5-15) 12:00P-6:00P Martha Garduno (new card 5-15) 6:00P-11:59P Jose Mora (new for 11-24-09) 5988	8:00A-3:00P Martha Garduno (new card 5-15) 3:00P-11:59P Heidi Figueroa	8:00A-12:00P Jose Mora (new for 11-24-09) 5988 12:00P-6:00P Carmen Jaeger (new card 11-9-09) 6:00P-11:59P Angelica Ramos	8:00A-12:00P Martha Garduno (new card 5-15) 12:00P-6:00P Angelica Ramos 6:00P-11:59P Jose Mora (new for 11-24-09) 5988
8:00A-12:00P Martha Garduno (new card 5-15) 12:00P-6:00P Jose Mora (new for 11-24-09) 5988 6:00P-11:59P Heidi Figueroa	8:00A-12:00P Carmen Jaeger (new card 11-9-09) 12:00P-6:00P Jose Mora (new for 11-24-09) 5988 6:00P-11:59P Martha Garduno (new card 5-15)	8:00A-12:00P Martha Garduno (new card 5-15) 12:00P-6:00P Heidi Figueroa 6:00P-11:59P Jose Mora (new for 11-24-09) 5988	8:00A-3:00P Martha Garduno (new card 5-15) 3:00P-11:59P Heidi (temp card)	8:00A-12:00P Martha Garduno (new card 5-15) 12:00P-6:00P Heidi Figueroa 6:00P-11:59P Jose Mora (new for 11-24-09) 5988	8:00A-12:00P Martha Garduno (new card 5-15) 12:00P-6:00P Carmen Jaeger (new card 11-9-09) 6:00P-11:59P Angelica Ramos	8:00A-12:00P Jose Mora (new for 11-24-09) 5988 12:00P-6:00P Heidi Figueroa 6:00P-11:59P Carmen Jaeger (new card 11-9-09)
8:00A-12:00P Jose Mora (new for 11-24-09) 5988 12:00P-6:00P Angelica Ramos 6:00P-11:59P Martha Garduno (new card 5-15)	8:00A-12:00P Carmen Jaeger (new card 11-9-09) 12:00P-6:00P Jose Mora (new for 11-24-09) 5988 6:00P-11:59P Martha Garduno (new card 5-15)	8:00A-12:00P Martha Garduno (new card 5-15) 12:00P-6:00P Angelica Ramos 6:00P-11:59P Jose Mora (new for 11-24-09) 5988	8:00A-6:00P Heidi Figueroa (new card 5-15) 6:00P-11:59P Jose Mora (new for 11-24-09) 5988	8:00A-2:00P Martha Garduno (new card 5-15) 2:00P-11:59P Heidi Figueroa	8:00A-12:00P Jose Mora (new for 11-24-09) 5988 12:00P-6:00P Carmen Jaeger (new card 11-9-09) 6:00P-11:59P Martha Garduno (new card 5-15)	8:00A-12:00P Martha Garduno (new card 5-15) 12:00P-6:00P Angelica Ramos 6:00P-11:59P Carmen Jaeger (new card 11-9-09)
8:00A-12:00P Angelica Ramos (new card 5-15) 12:00P-6:00P Heidi Figueroa (new for 11-24-09) 5988 6:00P-11:59P Jose Mora (new for 11-24-09) 5988	8:00A-12:00P Carmen Jaeger (new card 11-9-09) 12:00P-6:00P Jose Mora (new for 11-24-09) 5988 6:00P-11:59P Martha Garduno (new card 5-15)	8:00A-12:00P Martha Garduno (new card 5-15) 12:00P-6:00P Angelica Ramos (new for 11-24-09) 5988 6:00P-11:59P Jose Mora (new for 11-24-09) 5988			8:00A-12:00P Angelica Ramos (new card 11-9-09) 12:00P-6:00P Carmen Jaeger (new card 11-9-09) 6:00P-11:59P Jose Mora (new for 11-24-09) 5988	8:00A-12:00P Martha Garduno (new card 5-15) 12:00P-6:00P Jose Mora (new for 11-24-09) 5988 6:00P-11:59P Carmen Jaeger (new card 11-9-09)

Customer Errors Log

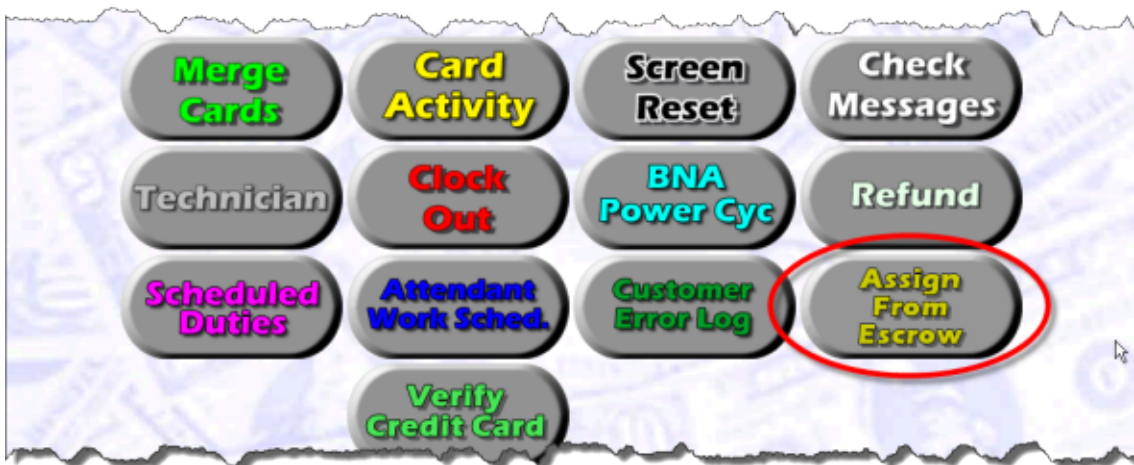
If a customer reports that they 'lost' money on a transaction at the X-Changer you can use the **Check Customer Errors** report to view any errors that recently occurred on the X-Changers. If a bill acceptor or card dispenser jams while a customer is trying to make a purchase this report will show you where and when this error occurred.





Assign From Escrow

If a customer gets a new card from the X-Changer and then reports that the card is invalid or does not have the balance they reportedly added the systems may have had an error when dispensing that new card. It may be possible to assign the lost value to the customer's card by using the 'Assign from Escrow' feature. To use this feature insert your attendant card into the X-Changer from where the customer reportedly lost money and touch the **Assign from Escrow** option.

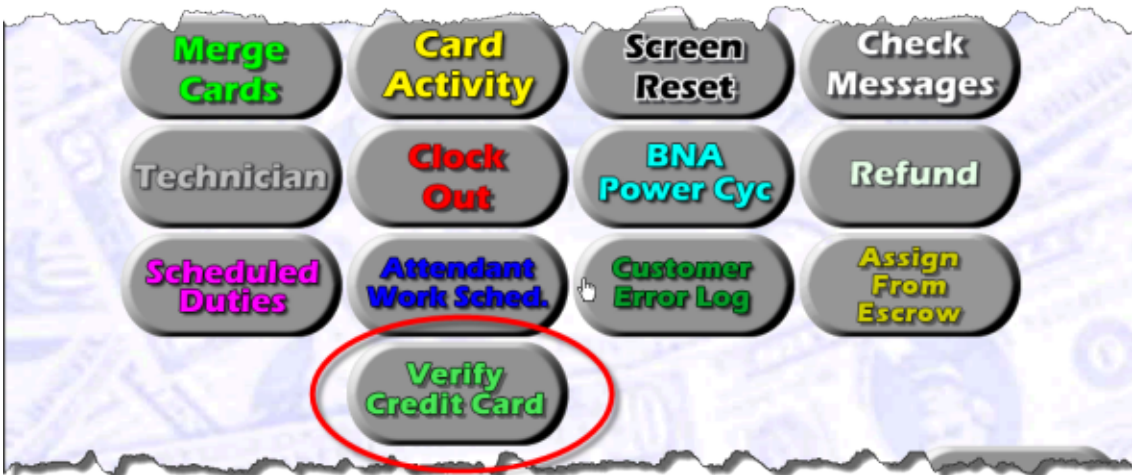


If there are any transactions listed that match the customers reported loss select it from the screen and insert the customers card. This will apply this balance to the customer's card and remove the transaction from the system. The customer can use their card immediately.

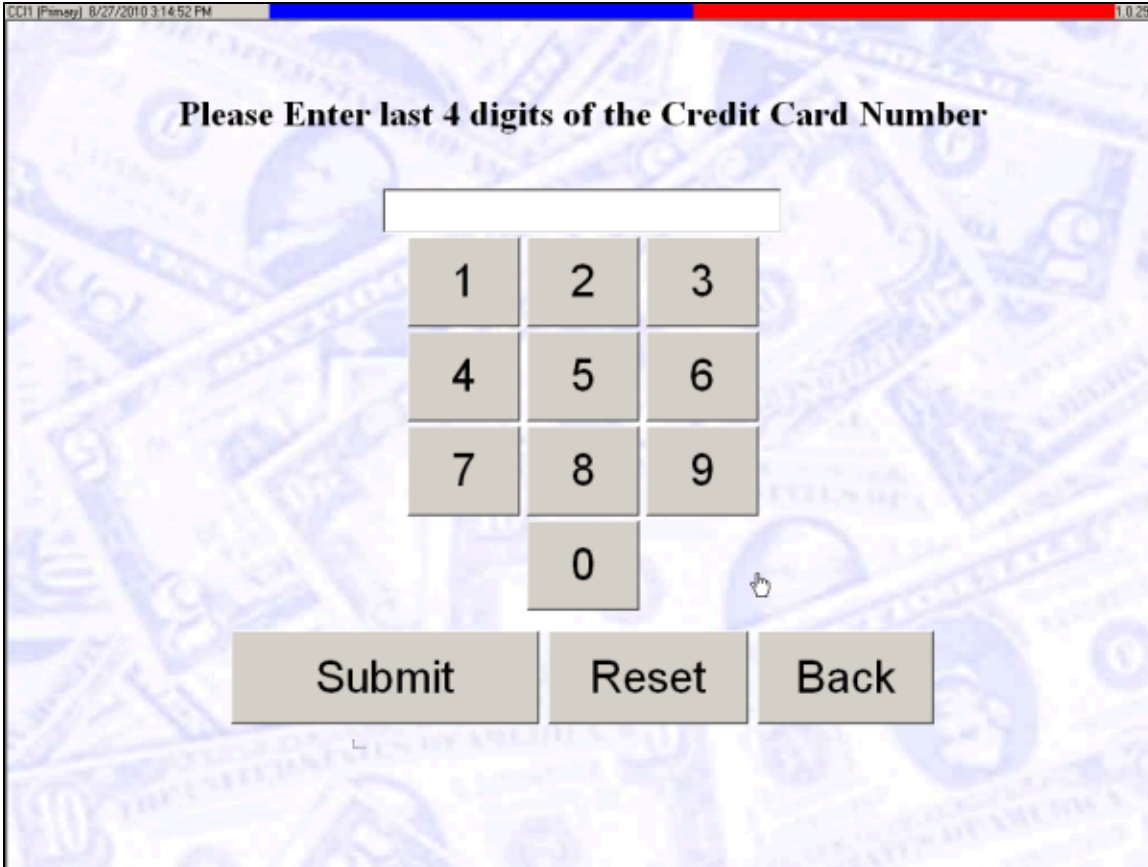


Verify Credit Card

If your store accepts credit cards the store operator may set a security feature that will prevent certain credit card transactions that exceed a designated amount (See your manager for this amount). In the case where a customer wants to use the same credit card for more than the specified amount it is possible for you to override the security feature.



Insert your Attendant card into the X-Changer and touch the 'Verify Credit Card' option from the screen. Ask the customer for their credit card and their photo ID, if the name on the card matches the card and the photo matches the customer enter the last 4 digits of the credit card number into the screen and press 'OK'. Once complete the system will allow the customer to use their card beyond the specified limit. Please review any additional procedures your store may have for approving credit card transactions.



Collectors

Collectors are defined as the people responsible for taking the cash out of the X-Changers, often times this responsibility is performed by the store owner or manager. The features of this card provide an excellent procedure for multi-store owners to have dedicated collectors perform cash extractions.



Collectors must have keys to the X-Changer, the functions described in herein assume that the Collector has access to the cash box within the X-Changer.

Get a New Collectors Card

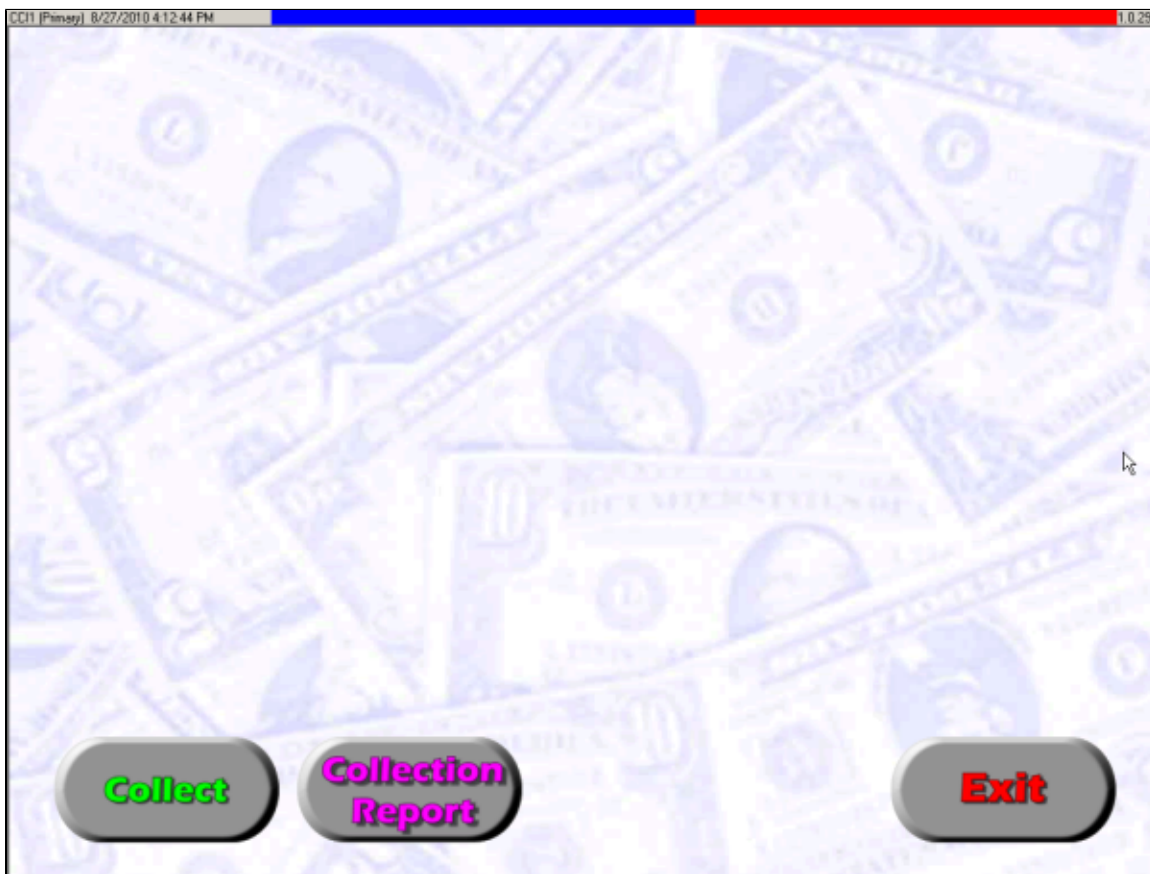
Issuing a Collectors's card is done by the store manager

Overview of Collector Functions

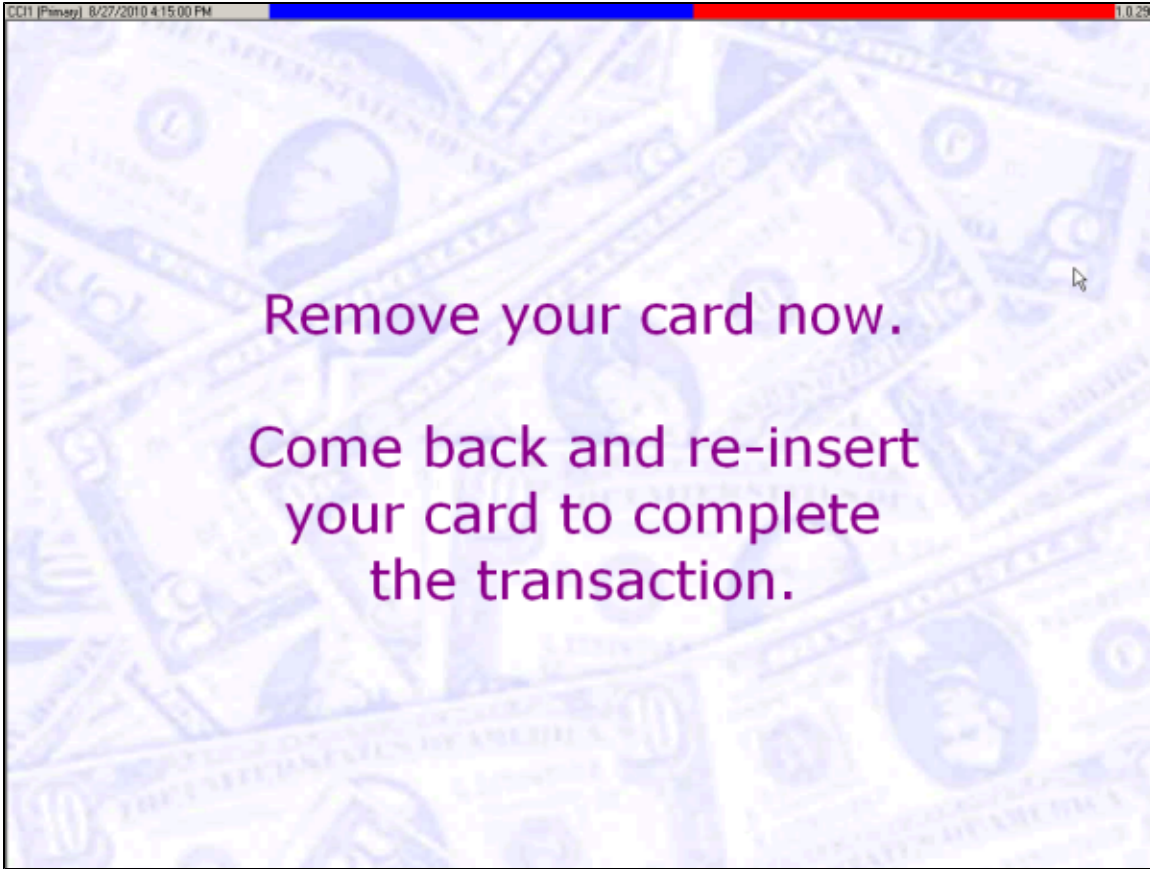
- [Collect Procedure](#)

Collect Procedure

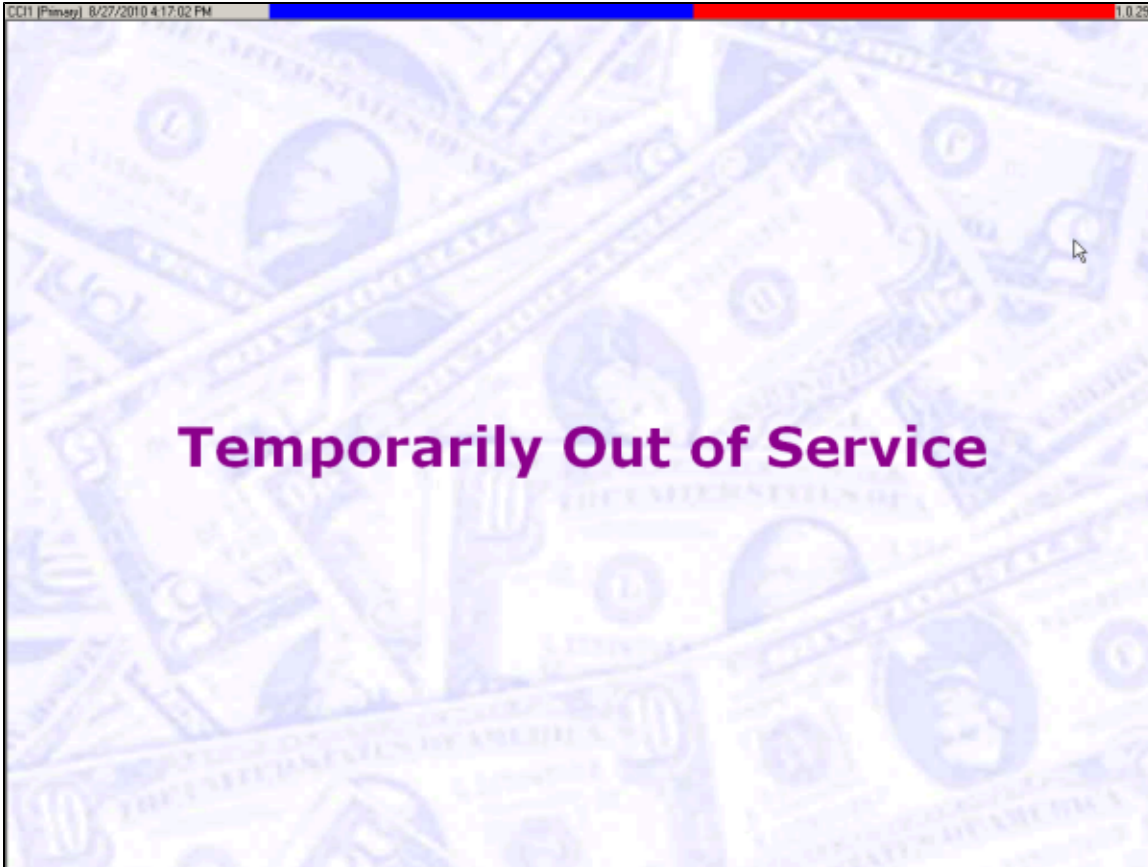
Insert your card into an X-changer. From the collection menu you have the option to view the collection history report as well as view the current uncollected amounts. Select COLLECT from the menu.



Then remove your card.



The machine goes out of service temporarily while the money is collected from this machine.



Your keys open the locks on the X-Changer cabinet from either the front or the rear, depending on its installation. Remove the locks on the cabinet, which will expose a Hex-style closing bolt. Use the provided lock handle to unscrew the bolts and open the cabinet. Remove the stacking device by lifting the release latch located on the bottom of the device. Take the currency and place in a secure travel bag. Then close the door, tighten the closing bolt, replace and secure the lock.



Re-insert your card at the front of the X-Changer to place the machine back in service

The printer produces a collection report that should be kept with the cash for counting later. There is a place for you to sign the collection report before submitting it to the manager.



Each X-Changer is independent and needs to be collected separately. Repeat this process for each X-Changer

Managers

The Managers can also be refereed to the Owners card and is the highest security level of all of the system cards. The functions that this card provides will allow owners and managers to automate and manage the store. Almost all of the functions available to the Manager are also available remotely via a secure VPN connection, Internet is the most popular method of connecting to the system but dial up is also supported. For more information on how to connect to your system remotely review the appropriate documentation [here](#) All of the functions that are available to the other users of this system can also be accessed through the Mangers menus, refer to the guides for [Customers](#), [Technicians](#), [Attendants](#), and [Collectors](#).

Get a New Managers Card

A Setup Managers card is shipped with every new system, this card has the ability to dispense other Manger cards. Once a managers card is dispensed it also has the ability to dispense other manger cards.



Once a new store has opened and new Manager Cards have been dispensed it is highly recommended that you disable the Setup Managers Card!!

Detail of Manager Functions

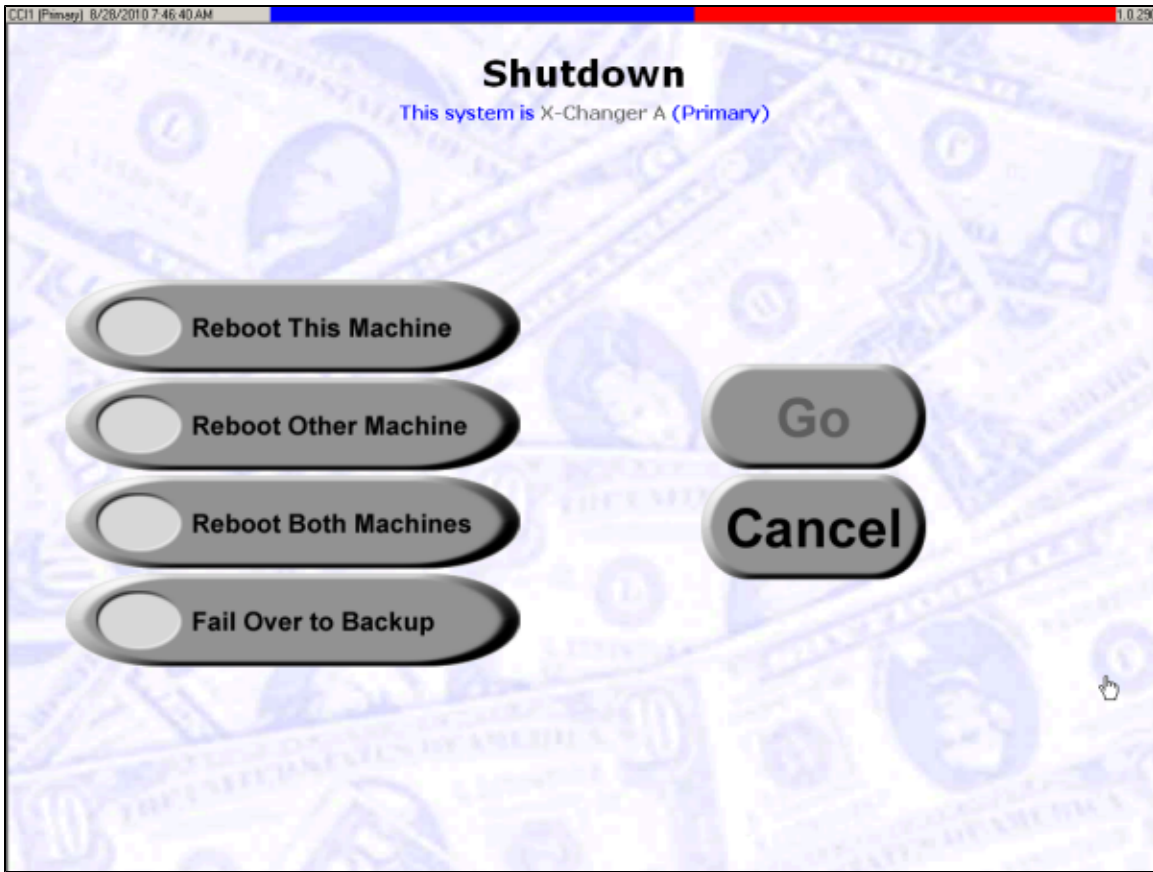
- Shutdown
- Manager Menu
- Card Overview
- Reports
- Dispense Cards
- Bonuses
- Equipment Setup
- General Info
- Assign Cards
- Clear All Transactions
- Employee Hours Editor
- Promotions
- Attendant Duties Schedule
- Pending Attendant Duties
- Edit Messages
- Technician Solutions
- Set System Time
- Purge Cards
- Escrow
- License Key

Shutdown

To reboot the X-Changer, select **Shutdown** from the main menu. The manager is given the option to reboot the machine being used by selecting **Reboot This Machine**. The manager may also reboot the opposite machine or both machines by selecting the appropriate option. If the machine that the manager is using is the primary (a.k.a. master) machine and the manager wants the other machine to be in primary mode instead, the manager may select **Fail Over to Backup**. Once an option is chosen, select **Go** to execute the command, the system will prompt you to confirm the action, the system may also ask confirm of current backup status.



It's not advised to execute reboots remotely, On site interaction is required!



X-Changers should be rebooted once a month for optimum performance!

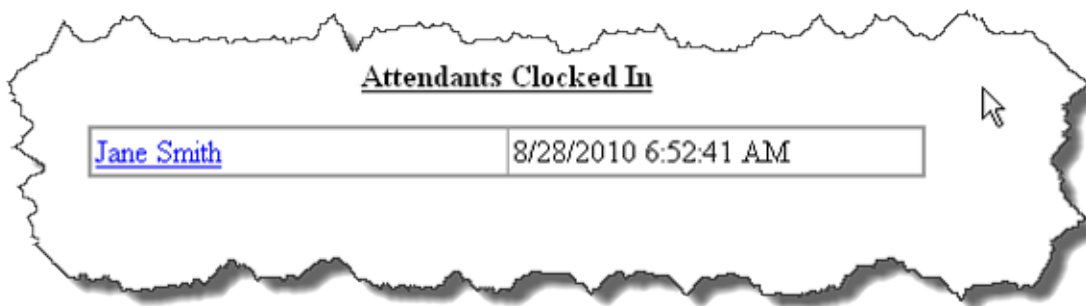
Manager Menu

Insert card to access the Manager log in screen. The Manager's card can work in tandem with a PIN number for more security. More information on how to set up PIN number is available in the [Card Details](#) section. Be certain to remove the manager's card to return the X-changer to the welcome screen when you have completed your work.




From this menu the user can access [Technician](#), [Attendant](#), and [Collector](#) functions. This prevents manager or owner from having to carry multiple cards.

The upper section of the screen will display any employee's (Attendants or Technicians) that are currently Clocked in and their clock in time. If a name is registered with the card then the name will appear, if not then just the card number will appear. Clicking on the name or card number will bring you to the [Card Details](#) screen.




Card Overview

This option displays a grouped list of cards. Clicking on the card number will display the [Card Details](#) for selected card. The top section of the screen provides filtering options to make it easier to find specific cards.

 When connected remotely a 'Download' option will appear allowing you to download a CSV formatted version of the data on the screen

CCIT (Primary) 8/28/2010 9:28:47 AM 1 0.290

CARD OVERVIEW



Expenditure >= 0 Issued Between _____ and _____
 Balance >= 0 Last Used Between _____ and _____
 Bonus >= 0 Filter By: _____ (Partial Card Number or User Name)
 Deposit >= 0 Card Status: Any Sort By: Card Number
 Discount >= 0
 Free Dries >= 0 Show Customer Cards Reset Search

Card# = Valid Card# = Invalid Card# = Marked Out

MANAGERS (7):

Card Number	User Name	Expenditure	Balance	Bonus	Deposit	Discount	Free Dries
999234567890	Setup Manager	\$0.00	\$640.22	\$0.00	\$0.00	0%	0
99	Manager	\$0.00	\$0.00	\$0.00	\$0.00	0%	0
290000004846	Megan Marcionetti	\$0.00	\$0.00	\$0.00	\$0.00	0%	0
290000004526	Dion Marcionetti	\$0.00	\$38.58	\$0.00	\$0.00	50%	0
290000004522	Salvador Torres	\$0.00	\$42.20	\$0.00	\$0.00	100%	20
290000004504	Christine Marcionetti	\$100.11	\$51.19	\$0.00	\$0.00	0%	2
290000001292	Temp Card Salvador	\$0.00	\$0.00	\$0.00	\$0.00	0%	0

TECHNICIANS (1):

Card Number	User Name	Expenditure	Balance	Bonus	Deposit	Discount	Free Dries
999000020164		\$0.00	\$0.00	\$0.00	\$0.00	0%	0

ATTENDANTS (9):

Card Number	User Name	Expenditure	Balance	Bonus	Deposit	Discount	Free Dries
999000020151	Jane Smith	\$25.00	\$25.00	\$0.00	\$0.00	0%	0
290000009664	Carmen Jaeger (new card 11-9-09)	\$0.00	\$35.74	\$0.00	\$0.00	50%	0
290000009468	Gladys Gonzalez (resigned)	\$0.00	\$0.00	\$0.00	\$0.00	0%	0
290000009371	Armando Gonzalez	\$50.00	\$36.96	\$0.00	\$0.00	50%	1
290000007436	Jose Mora (new for 11-24--09)	\$50.00	\$50.00	\$0.00	\$0.00	50%	2

Card Activity

The screen will show the most recent card activity at the top of the list. Time, date, machine number, transaction amount, and account balance are all available through this screen. A filter is also available to narrow down transaction results.

SMARTWASH MT. PROSPECT **OPEN 7/25/08**
1631 W. ALGONQUIN ROAD



Activity for Card 29000009371

All transactions between 01/01/2001 and 8/26/2010 11:59:59 PM Refresh Report

Date	Transaction Type	Machine ID	Transaction Amount	Balance
3/2/2010 3:43:06 PM	101: Attendant Started Machine	15	\$1.65	\$36.96
3/2/2010 1:29:42 PM	101: Attendant Started Machine	201	\$0.00	\$38.60
3/1/2010 5:51:14 PM	101: Attendant Started Machine	201	\$0.00	\$38.60
3/1/2010 5:02:00 PM	101: Attendant Started Machine	133	\$0.39	\$38.60
3/1/2010 4:16:53 PM	101: Attendant Started Machine	201	\$0.00	\$38.99
3/1/2010 3:45:42 PM	101: Attendant Started Machine	133	\$0.39	\$38.99
3/1/2010 3:45:39 PM	101: Attendant Started Machine	133	\$0.39	\$39.38
3/1/2010 3:45:36 PM	101: Attendant Started Machine	133	\$0.39	\$39.77
3/1/2010 3:17:04 PM	101: Attendant Started Machine	137	\$0.39	\$40.16
3/1/2010 2:56:27 PM	101: Attendant Started Machine	139	\$0.39	\$40.55
3/1/2010 2:56:24 PM	101: Attendant Started Machine	139	\$0.00	\$40.94
3/1/2010 2:52:39 PM	101: Attendant Started Machine	26	\$1.95	\$40.94
3/1/2010 2:43:45 PM	101: Attendant Started Machine	137	\$0.39	\$42.89
3/1/2010 2:43:42 PM	101: Attendant Started Machine	137	\$0.00	\$43.28
3/1/2010 2:42:42 PM	101: Attendant Started Machine	135	\$0.00	\$43.28
3/1/2010 2:42:38 PM	101: Attendant Started Machine	135	\$0.00	\$43.28
3/1/2010 2:15:03 PM	101: Attendant Started Machine	39	\$1.65	\$43.28
3/1/2010 2:14:47 PM	101: Attendant Started Machine	38	\$1.65	\$44.92
3/1/2010 2:14:26 PM	101: Attendant Started Machine	37	\$1.10	\$46.57
3/1/2010 12:41:51 PM	101: Attendant Started Machine	201	\$0.00	\$47.66
2/28/2010 11:56:05 PM	101: Attendant Started Machine	201	\$0.00	\$47.66
2/28/2010 11:55:36 PM	101: Attendant Started Machine	201	\$0.00	\$47.66
2/28/2010 11:47:16 PM	101: Attendant Started Machine	201	\$0.00	\$47.66
2/28/2010 9:39:10 PM	101: Attendant Started Machine	201	\$0.00	\$47.66
2/28/2010 7:55:30 PM	101: Attendant Started Machine	138	\$0.39	\$47.66
2/28/2010 7:39:29 PM	101: Attendant Started Machine	138	\$0.39	\$48.05
2/28/2010 7:29:29 PM	101: Attendant Started Machine	137	\$0.39	\$48.44
2/28/2010 7:28:24 PM	101: Attendant Started Machine	135	\$0.39	\$48.83
2/28/2010 7:20:06 PM	101: Attendant Started Machine	132	\$0.39	\$49.22
2/28/2010 7:19:56 PM	101: Attendant Started Machine	131	\$0.39	\$49.61
2/28/2010 8:37:10 AM	32: Manager Added Money to Card	1001	\$8.39	\$50.00
2/27/2010 11:49:47 PM	101: Attendant Started Machine	201	\$0.00	\$41.62
2/27/2010 11:37:44 PM	101: Attendant Started Machine	201	\$0.00	\$41.62
2/27/2010 11:10:08 PM	101: Attendant Started Machine	201	\$0.00	\$41.62



Card Details

This screen provides specific detail about a selected card, this is where you register a customer or employee card. Selecting the [Card Activity](#) option at the bottom will display all of the transactions for the given card.

If you make any changes to this screen, select the SAVE option at the bottom of the screen, and a red 'Data Saved' message appears. Press DONE when finished

CC1 [Primary] 8/26/2010 8:56:57 AM 1.0.290

CARD DETAILS

999000020151

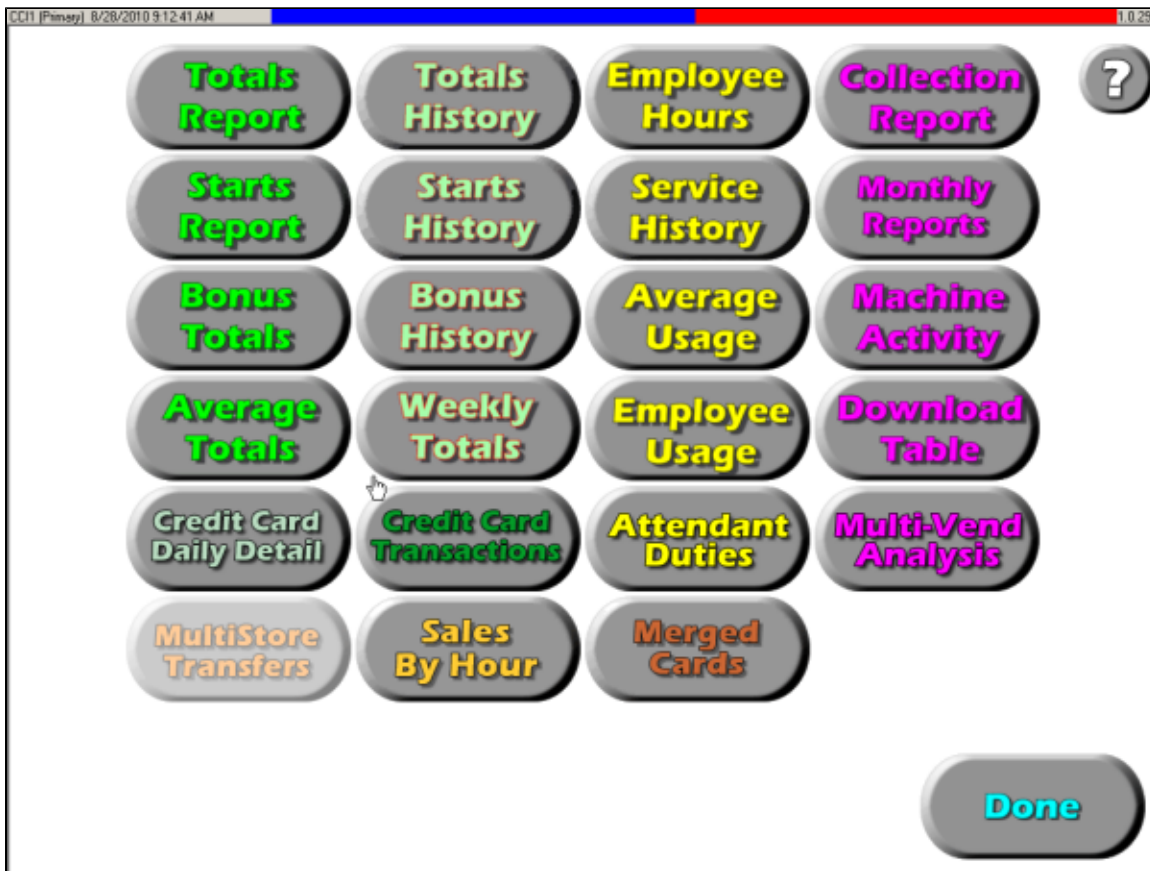
User Details:	Card Details:
Type: Attendant <input type="text"/> Discount %: <input type="text"/>	Date Issued: 8/27/2010 11:40:11 AM
Language: English <input type="text"/> Free Dries: <input type="text"/>	Expenditure \$: 25.00
Status: Valid <input type="text"/> PIN #: <input type="text"/>	Balance \$: 25.00
Name: Jane Smith	Bonus \$: 0.00
Address: 125 Main St	Deposit \$: 0.00
City: Addison	Last Used: 12:00:00 AM
State: IL	Last Added: 12:00:00 AM
Zip: 60101	Last Amount \$: 0.00
Tel: 555-666-1212	Last Machine: 1001
E-mail: jane@aol.com	Comments: Great Attendant!
BirthDay: 10/30/1980	Special Message: Please make sure you mop the break room today.

Field Descriptions







- **Type** – The type of user: Manager, Attendant, Technician, Collector, or Customer.
- **Language** – The language that the user selected when the card was dispensed. Only the manager can change the default language on a user's card.
- **Status** – Use this option to make a card invalid if it is lost or stolen. Once a card is marked invalid, it will no longer be usable in the store. If a lost card is recovered, you may go back and mark it valid again for use.
- **Discount** – Each card may have a unique discount. Enter the discount percentage (between 0 and 100%) for that user. If a card is given 100% discount, then it will start any machine for free if that machine accepts discounts. Customer cards default to 0% discount.
- **Free Dries** – This is a hidden account that stores the number of Free Dry starts that the user has earned. If a free dry is not offered by the store (done through the equipment type setup), then users do not accumulate free dry time.
- **PIN** – All user types (except customers) may have a Personal Identification Number assigned. This PIN is then required for access to that user's functions.
- **Registration Information** – Enter your customer's name, address, phone, email, birthday information and attach it to their card numbers. (You may also enter your employee name and address information.)
- **Date Issued** – This is the date and time this card was dispensed and issued to the user.
- **Deposit** – This is the amount the system took from the customer when a new card was issued. This amount can be different on each card depending on how you have set your deposit price over time. If a card is merged with another card, the deposit amount is also merged.
- **Balance** – This is the amount of value remaining on the user's card.
- **Bonus** – If you award bonus money to users, this is where the amount of bonus is stored.
- **Expenditure** – This is the total amount this user has spent in your laundry since he or she got a card.
- **Last Used** – This is the date and time this card was last used.
- **Last Added** – This is the amount added to the card.
- **Last Amount** – This is the amount last deducted from the card.
- **Last Machine** – This is the machine number last used by the user.
- **Comments** – This is where you can store misc. comments regarding this customer or card. These comments are NOT viewable by the customer.
- **Special Message** – This text field will allow you to type a special message to a specific customer. The next time the customer inserts their card into the X-Changer the special message will appear. Once a special message has been viewed by a customer the message box will clear.







Reports







The report menu provide access to the included reports






Report Name	Description	Screen Shot (Click to Enlarge)
Totals	Shows real time sales information, sorted by type of machine. The report can also be expanded to show the detail of any individual machine. Click on the check box in the upper left hand corner and then select REFRESH REPORTS.	
Totals History	The Totals History report is a robust function that allows the manager to view the transaction totals of the store. The Totals History report shows the X-Changer's financial history as well as the machine's financial history. Refund totals, Credit balance, and the number of cards sold are also given. The manager may view the details for each machine by checking the box next to "Show Details (for each machine)". The ending date for the report may be changed by the manager next to "End Period Date". The Totals History report is the overall, complete financial report on the X-Changer system.	

<p>Employees Hours</p>	<p>The manager enters any start and end date, and the report shows hours, with a subtotal for each employee and a grand total for the pay period.</p>	
<p>Collection</p>	<p>This report shows all the collections that have been done. You enter the start date at the top of the screen, and all subsequent reports appear below. As an important security feature, each collection report is numbered sequentially. This flags your attention if someone else is collecting, but fails to turn in each report.</p>	
<p>Starts</p>	<p>The starts report is similar to the totals report, differing only in that this report shows only the number of times each machine has been started, not the total value a machine has earned.</p>	
<p>Starts History</p>	<p>In order to view the total machine starts in the store, the manager will view the Starts History report. The Starts History report shows the month to date, week to date, and today's starts history. The report is shown based on types of machines. The ending date for the report may be changed by the manager next to "End Period Date". The Starts History is effective towards viewing frequently used machines in the store</p>	
<p>Service History</p>	<p>The Service History report is used to show all of the service activity for all of the machines in the store. Enter a desired date range and then click on 'Refresh' to see the activity.</p>	
<p>Monthly</p>	<p>Monthly reports are accessed differently than other reports. The manager can access the reports by clicking on one of the files listed under "Available Reports". The files are of two types, .csv and .htm. The .csv files will show the report in a spreadsheet format while the .htm files are displayed identical to the customary report format. The Monthly Reports allow the manager to view previous month's reports when needed. Monthly reports are important for the manager's records and are also effective towards tracking the stores financial progress.</p>	

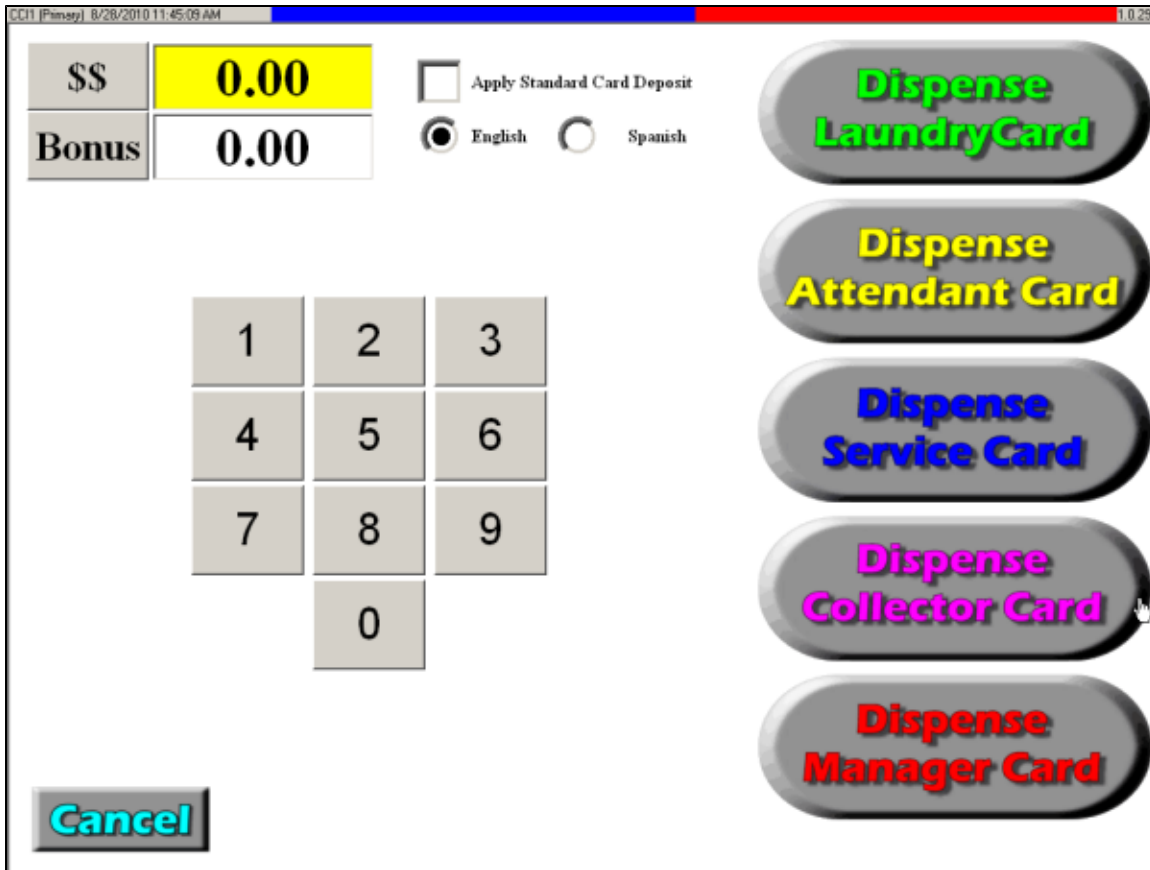
<p>Bonus Totals</p>	<p>The Bonus Totals report shows the bonus activity for the store. The bonus information is shown for both the X-Changers and the machines in the store. The dollar amounts in this report are reflected as year to date, month to date, week to date, last month, and today's bonus amounts. Total bonus amounts are also shown for both the X-Changers and the machines. The Bonus Totals report allows the manager to see where and how bonuses are being distributed throughout the store.</p>	
<p>Bonus History</p>	<p>The bonus History report is similar to the Bonus Totals report, only more focused on the general history of bonuses in the store. The Bonus History report allows the manager to view the month to date, week to date, and current history in a customizable manner. Credit refers to the "float" of current bonuses issued. The ending date for the report may be changed by the manager next to "End Period Date". The Bonus History report offers the manager a view of how a bonus program is progressing within the store. It tells the manager how frequently bonuses are being used, which is necessary towards determining the progress of an implemented bonus program.</p>	
<p>Average Usage</p>	<p>The Average Usage report shows the manager a breakdown of individual cards (accounts) used in the store using a fully customizable date range. The card number is listed on the left of the screen, followed by the customer's name (if collected), the numbers of visits the customer has made within the date range, and the average sum used per visit. Average usage can be a powerful tool for loyalty rewards and marketing at the location. If a customer uses the store frequently, a manager may wish offer a discount to the customer. If a customer has only come in once in 6 months, the manager may wish to send a letter with a discount to this customer to encourage further visits.</p>	
<p>Machine Activity</p>	<p>The Machine Activity report allows the manager to view the activity of a single machine within a manager appointed date range. The manager can specify which machine to investigate by inputting the machine number next to "Machine ID". Once the machine ID is entered along with the date range, the manager can see which card accessed the machine in question, along with the card type and the date. Machine activity is useful for investigating claims made by customers as well as determining who may have left a machine full. Machine Activity is especially effective if the manager registers customer cards.</p>	
<p>Average Totals</p>	<p>The Average Totals report displays the average dollar amount used on the various types of machines in a location, along with a store total. The average is based on a date range the manager inputs in the area next to "Transactions between". This is an effective tool for finding the busy machines in the store, which could be used for applying incentives for customers or for monitoring machine wear due to heavy usage.</p>	
<p>Weekly Totals</p>	<p>The weekly summaries can be accessed using the Weekly Summary report. The weekly summaries are customizable by date range to show the sum each type of machine collects per week. The Weekly Summary shows the total sum for the store and the money added to the X-Changers. This function is effective in giving a focused view of machine history within a given week. A manager may use this report to spot usage trends at the store.</p>	

<p>Employee Usage</p>	<p>Employee usage is easily accessible by the manager using the Employee Usage report. This function allows the manager to see a date range sensitive list of employee's card usage. The accounts are shown in month to date, week to date, and today's transactions. A manager is able to see which machines (including vending) the employees at the store are using and when they were used.</p>	
<p>Download Table</p>	<p>If the manager cannot find the specific information needed in one of the established reports, the manager can then create their own report by downloading the information from the database. Once the information is downloaded, it will be displayed in a spreadsheet format, saved on the manager's remote computer. The end date for the report may be entered by the manager for further customization. Note: Many data tables contain large amounts of information. Download times can be slow because of the dial-up connection. The manager should keep the date ranges close when downloading a report to save time.</p>	
<p>Credit Card Detail</p>	<p>The credit card detail report is only viewable if the credit card option has been purchased and installed. This report shows a list of available daily summary reports for all credit card transactions for any given day. This report may be useful in balancing credit card transactions against reports generated by your credit card merchant company. The links on the screen are labeled with a date code, for example the report for January 18th 2006 would be labeled 'CCDetail_01182006.rtf'. Clicking on the link will attempt to open the report in a word processing program, alternatively you may choose to right click on the link and 'Save As' the file to a location on your remote computer.</p>	
<p>Credit Card Transaction</p>	<p>This report will give you a detail of transactions between a specified date range. The report details which X-Changer generated the sale as well as a customers laundry card that performed the transaction. This report is especially helpful when trying to find a customer by their credit card number.</p>	
<p>Attendant Duties</p>	<p>Is a list of all of the completed & uncompleted tasks that the attendants been assigned. This report details the specific date/time, task description, Status, as well as who completed the task. Likewise if a task is not completed it will show the attendant that was on the clock who did not complete the task. This report is helpful in determining if the tasks you schedule are getting completed on time</p>	
<p>Multi-Vend Analysis</p>	<p>This report is only available on systems where the Multi-Vend option has been purchased and installed. This report shows which cycle options customers are using. If you are charging different amounts for different cycles then this report is valuable in determining what percentage of machine starts are using which cycle.</p>	

<p>Multi Store Transfers</p>	<p>If store subscribes to multi-store network service from CCI, this report will show the transfer activity to and from the location. Filter dates can be modified to narrow the transaction results to the desired level. Clicking on the card number will bring you to the cards detail page.</p>	
<p>Sales By Hour</p>	<p>Report shows average sales per hour across the selected dates. Data is provided as dollars per hour as well as the percentage of business per day.</p>	
<p>Merged Cards</p>	<p>This report shows the merge activity, when an employee merges an customer card from one to another. Both the source and destination cards are shown along with which employee performed the merge. Report is sorted from newest transaction first.</p>	

Dispense Cards

Enter the value you wish to have added to the new card (if any), enter a deposit value (if any), and select the language. Then select which type of card to be dispensed. The system will dispense the appropriate type of card.



This function can also be performed remotely allowing cards to be dispensed at the store even if the manager is not there. For example, if the attendant was to forget their card the store owner could connect remotely and dispense a new card from their home or office. It's important to remember that the card will dispense on the A X-Changer and will only dispense if the screen on the X-Changer is sitting idle at the 'Welcome Screen'.

Bonuses

Bonus programs offer an important advantage that card stores have over coin stores. Managers may reward customer patronage and give incentives that maximize store usage. Most of these bonus programs can operate independently or in conjunction with each other.

This screen allows you to reward customers for adding more money to their cards at one time. For example, on the screen below, no bonus is given for \$1 or \$5; their values are entered at face value. However, if a customer adds \$10, she is given a bonus of \$1, for a total of \$11 in value on the card.

BONUS SETUP

Bonus Dollars	Accumulate w/ Smaller Bills	Allow Bonus with Credit Card Transaction
One Dollar Bill Value: \$ <input type="text" value="1.00"/>	<input type="checkbox"/>	<input type="checkbox"/>
Five Dollar Bill Value: \$ <input type="text" value="5.00"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ten Dollar Bill Value: \$ <input type="text" value="10.00"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Twenty Dollar Bill Value: \$ <input type="text" value="20.00"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fifty Dollar Bill Value: \$ <input type="text" value="50.00"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hundred Dollar Bill Value: \$ <input type="text" value="100.00"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

There is also a check box after the value of each denomination, labeled 'Accumulate w/ Smaller Bills'. If you mark this check box, the customer receives the bonus no matter how the value is added, either with 20 \$1 bills or with one \$20 bill. If you leave the check box unmarked, he *must* put in a \$20 bill to receive the bonus.

Regardless if 'Accumulate w/ Smaller Bills' is checked or not, money *must* be added within the same transaction in order to receive the bonus. Once the customer removes his/her card, that transaction is over.

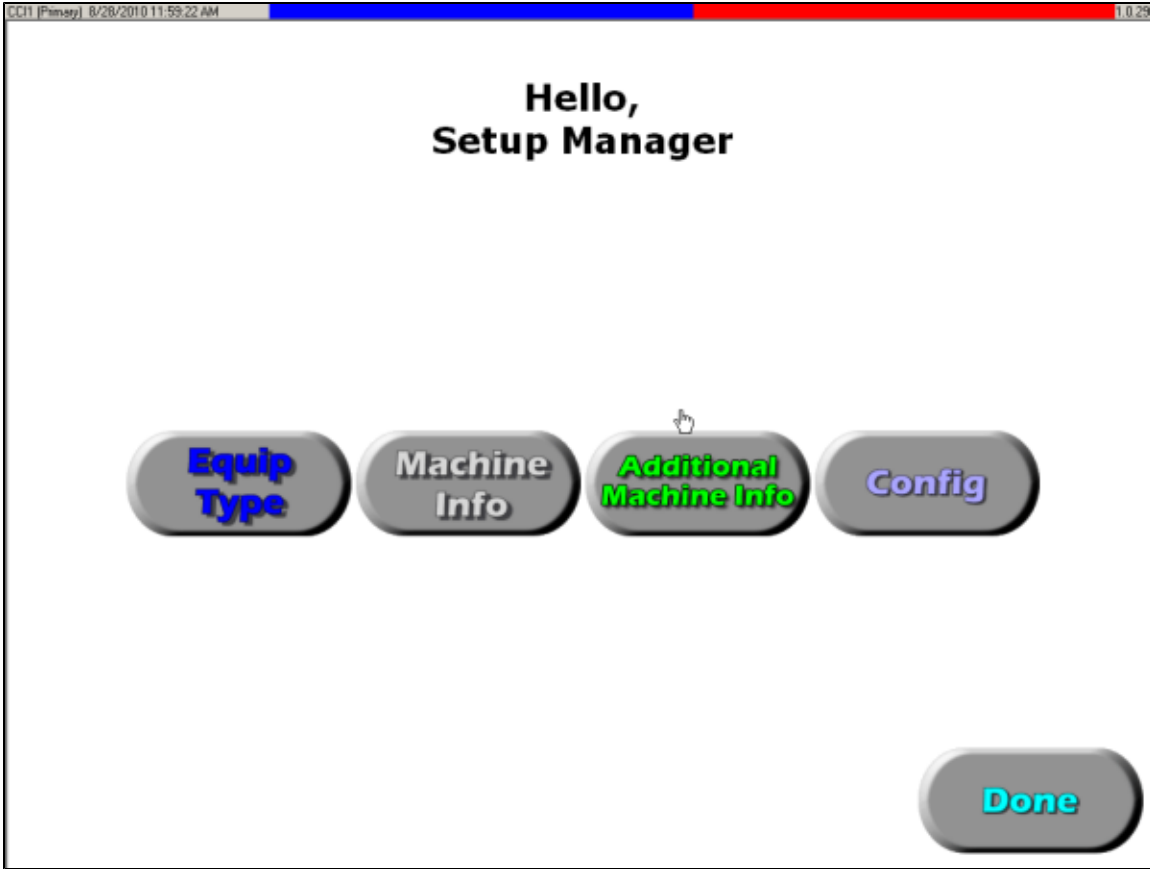
If you are accepting credit cards you may select if customers are able to earn bonus dollars when they add value to their card with credit cards. Check the appropriate box next to the dollar amount you wish to have customers earn bonus dollars.

Other bonus programs you can implement

- **Free dry** program allows store owners to give customers pre-determined free dry starts depending on the type of washers they used. You could, for example, give them more free dries when they use a larger machine. See the **Change Vend Prices** section of this manual on how to reward customers with free dry starts.
- **Discount bonus** program allows you to establish many marketing and promotional programs. These encourage customers to register with the store to receive special pricing. For instance, you could give senior citizens a 10% discount. See the View/Edit cards section of this manual on how to assign a discount to card.
- **Registration bonus** allows you to award your customers with bonus dollars for registering their card. This bonus can be configured in the **General Info** section. This bonus can only be awarded one time per card.
- **Birthday bonus** allows you to award your customers a bonus as a birthday gift. Configuring this bonus will reward your customers every year on or around their birthday and is configured in the **General Info** section.
- **Wash to Win** allows you to set up a loyalty points program similar to 'frequent flier miles' as your customers use machines in the store they will accumulate wash points, once they customer has collected the appropriate number of points the points are converted to a bonus dollar reward that is automatically applied to their card.
- **Coupons** allow you to mail out coupon codes that will encourage your customer to return

Equipment Setup

Access the Equipment Setup page by pressing the **Equip Type** button on the screen.



Equipment Setup Overview

The Equipment Setup Overview screen allows user to configure setup details of installed equipment including pricing, pulse length, configurations, MLV settings, Time of Day Pricing, and Free Dry. Changes made to settings here will automatically be updated in the store within one minute of saving.

A list of equipment types installed in this store appears. Click on the machine name to access the Equipment Detail and edit the prices and configuration.

EQUIPMENT SETUP OVERVIEW

Done

Show ALL Equipment Types

Refresh List

Mach Type * - Multi-Vend	Vend Price	Start	Stop	Free Drys	Cycle Time	Pulse Length
Bathroom Door	\$0.00	00:01	23:59	0	10	3000
Huebsch 20lb.*	\$2.19	00:01	23:59	1	N/A	N/A
Huebsch 30lb Stack Dryer*	\$0.39	00:01	23:59	0	N/A	N/A
Huebsch 30lb.*	\$3.29	00:01	23:59	1	N/A	N/A
Huebsch 40lb.*	\$4.29	00:01	23:59	1	N/A	N/A
Huebsch 45lb. Stack Dryer*	\$0.39	00:01	23:59	0	N/A	N/A
Huebsch 80lb.*	\$7.79	00:01	23:59	1	N/A	N/A
Internet Kiosk	\$0.35	00:01	23:59	0	0	500
MDB Vending*	\$1.00	00:01	23:59	0	N/A	N/A



Equipment Detail

The equipment detail screen allows editing of the various field

CC1 [Pmsaj] 8/26/2010 12:54:25 PM 1.0.290

MULTI-VEND EQUIPMENT SETUP DETAILS

Alliance A Micro 20 Pounder

Equipment Name: Equipment Type: ?

Free Dry Awards: Start Hours: Bonus Allowed:

Vending Price: \$ End Hours: Discount Allowed:

Additional Pricing

Normal - Hot Water	Normal - Warm Water	Normal - Cold Water	Perm Press - Warm Water	Delicate - Cold Water	Rugs Blankets - Cold	Extra Wash	Extra Rinse
\$ <input type="text" value="0.00"/>	\$ <input type="text" value="0.00"/>	\$ <input type="text" value="0.00"/>	\$ <input type="text" value="0.00"/>	\$ <input type="text" value="0.00"/>	\$ <input type="text" value="0.00"/>	\$ <input type="text" value="0.25"/>	\$ <input type="text" value="0.25"/>

Schedule 1

Day	Start	Stop	Vend Price	Normal - Hot Water	Normal - Warm Water	Normal - Cold Water	Perm Press - Warm Water	Delicate - Cold Water	Rugs Blankets - Cold	Extra Wash	Extra Rinse
Sun	00:01	23:59	\$ 2.59	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.25	\$ 0.25
Mon	00:00	00:00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Tue	00:00	00:00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Wed	00:00	00:00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Thu	00:00	00:00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Fri	00:00	00:00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Sat	00:01	23:59	\$ 2.59	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.25	\$ 0.25

Schedule 2

Day	Start	Stop	Vend Price	Normal - Hot Water	Normal - Warm Water	Normal - Cold Water	Perm Press - Warm Water	Delicate - Cold Water	Rugs Blankets - Cold	Extra Wash	Extra Rinse
Sun	00:00	00:00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Mon	00:00	00:00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Tue	00:00	00:00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Wed	00:00	00:00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Thu	00:00	00:00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00

- **Machine Type** – This field tells which group type the machine being setup is. This field is customizable.
- **Free Dry Awards** – This is the number of free dry starts bonuses to the customer for using this type of machine. (The dry *time* still depends on the dryer's built-in timer.)
- **Vending Price** – This is the normal cost to use this type of equipment. These prices can be adjusted to the penny. (Note that you can also create special 'time of day pricing.' See below for instructions.)
- **Bonus Allowed** – Checking this box will determine whether or not bonuses can be used on this type of machine. (For example, you may choose not to have bonuses apply to soap vending machines.)
- **Discount Allowed** – Checking this box will determine whether or not discounts can be used on this type of machine (i.e., soap vendors or other vending equipment).
- **Start Hours** – This is the time each day that this type of equipment will be available for use, normally when your store opens for the day.
- **End Hours** – This is the time each day that this type of equipment will be disabled for use, normally when your store closes each day, once this time is reached the equipment will no longer be available until the following start time.
- **Cycle Time** – This is the time (in seconds) of how long this type of equipment takes for a complete cycle of service. If a card reader has time left in its cycle, it will not accept another card. Note that this is *only a timer within the computer system*; it does not start or stop a machine. On dryers, you may want to set the cycle time to 0. This allows customers to use their card multiple times in a row if they know it will take longer than one cycle to dry their clothes.
- **Pulse Length** – The card readers on a particular type of machine communicate with the machine itself using the pulse length. This field may need to be adjusted after initial setup to find a suitable length for the communication between card reader and the laundry machine.
- **Sensor** This option is only used when initially setting up equipment, it allows compatible equipment to allow the reader to 'sense' whether the door is closed. Do not change this option once your system's integrator has set up your store.
- **Time of day pricing** – This lets you offer special prices at certain times. If you find that machine use is slow on a certain night of the week, for instance, offer reduced prices to increase traffic at that time.
- **Additional Pricing** – Some brands of equipment support cycle based pricing allowing you to configure different prices depending on which cycle the customer chooses. This is an optional component that requires special configuration from your CCI Distributor.
- **Setup** – Some brands of equipment support cycle configurations allowing you to adjust specific elements of the wash or dry cycle. This is an optional component that requires special configuration from your CCI Distributor. There are two (2) special price schedules that can be set for each type of equipment and for each day of the week. Enter the start and stop times and the special price. During these times the system overrides the 'normal' price (entered at the top of this screen). You may also clear all of the pricing schemes by clicking on the clear button



Multi Level Vending

Some equipment support serial communication, which is also known as MLV or Multi Level Vending. If the equipment type supports this type of activity with the system extra pricing and or setup fields will be available for configuration. For more information regarding a specific MLV type, refer to the guide for MLV functionality guide for the specific type. If the equipment type does not support MLV then there will be only one Vend price field, this is also known as 'Pulse' mode.

Machine Info

Here users can review the current status of all of the equipment in the store as well as access the individual service history of that machine. The Model, Serial, and Date in Service information are also viewable here, if this information has been entered in **IT IS NOT AUTOMATICALLY ENTERED**. You may enter this info through the [Additional Machine Info](#) Screen. The vend amount column shows the total vend amount each machine has accumulated since it was put into service.

CC1 (Pmsys) 8/28/2010 1:15:28 PM 1.0.290

Machine Info Overview Back

Mach ID	Status	Status Desc	Last Start	Model	Serial #	Date In Service	Vend Amount
1	1	OK	3/3/2010 10:51:03 AM	HC20	0710020664	7/21/2008	\$3115.8775
2	1	OK	3/3/2010 10:51:12 AM	HC30	0710022099	7/21/2008	\$4073.265
3	1	OK	3/3/2010 7:43:31 PM	HC80	0710020491	7/21/2008	\$7851.52
4	1	OK	3/3/2010 7:44:30 PM	HC30	0710022086	7/21/2008	\$4945.9025
5	5	Disable - Stuck in Cycle	3/3/2010 8:38:21 PM	HC20	0710020661	7/21/2008	\$4157.4925
6	1	OK	3/3/2010 8:24:24 PM	HC40	0710019115	7/21/2008	\$7670.6225
7	1	OK	3/3/2010 8:22:59 PM	HC20	0710019132	7/21/2008	\$11867.765
8	1	OK	3/3/2010 7:27:38 PM	HC40	0710019125	7/21/2008	\$9219.2675
9	1	OK	3/3/2010 8:39:42 PM	HC40	0710023572	7/21/2008	\$7870.345
10	1	OK	3/3/2010 4:02:46 PM	HC40	0706024182	7/21/2008	\$8418.9125
11	1	OK	3/3/2010 8:41:14 PM	HC20	07100019128	7/21/2008	\$5294.8175
12	1	OK	3/3/2010 6:13:26 PM	HC30	0710022102	7/21/2008	\$6450.35
13	1	OK	3/3/2010 6:13:33 PM	HC30	0710022103	7/21/2008	\$6113.8
14	1	OK	3/2/2010 4:03:16 PM	HC30	0710022095	7/21/2008	\$5643.55
15	1	OK	3/3/2010 7:26:39 PM	HC30	0710022094	7/21/2008	\$6290.525
16	1	OK	3/3/2010 12:42:43 PM	HC30	0710022087	7/21/2008	\$7297.1075
17	1	OK	3/3/2010 2:32:04 PM	HC30	0710022098	7/21/2008	\$8083.3675
18	1	OK	3/3/2010 8:24:06 PM	HC30	0710022078	7/21/2008	\$7250.5925
19	1	OK	3/3/2010 9:17:50 PM	HC20	0710020663	7/21/2008	\$5644.91
20	1	OK	3/3/2010 8:47:24 PM	HC40	0710019126	7/21/2008	\$10783.335
21	1	OK	3/3/2010 9:17:40 PM	HC80	0710020492	7/21/2008	\$13384.8175
22	1	OK	3/3/2010 3:17:13 PM	HC80	071001443	7/21/2008	\$12271.7325
23	1	OK	3/3/2010 8:42:15 PM	HC40	0710023569	7/21/2008	\$9445.2125

Additional Machine Info

The additional info screen allows users to edit the machine specific model, Serial, and Date in Service information.

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Machine Config (additional info)

Machine ID	Model	Serial Number	Date In Service	
1	HC20	0710020664	07/21/2008	Edit
2	HC30	0710022099	07/21/2008	Edit
3	HC80	0710020491	07/21/2008	Edit
4	HC30	0710022086	07/21/2008	Edit
5	HC20	0710020661	07/21/2008	Edit
6	HC40	0710019115	07/21/2008	Edit
7	HC20	0710019132	07/21/2008	Edit
8	HC40	0710019125	07/21/2008	Edit
9	HC40	0710023572	07/21/2008	Edit
10	HC40	0706024182	07/21/2008	Edit
11	HC20	07100019128	07/21/2008	Edit
12	HC30	0710022102	07/21/2008	Edit
13	HC30	0710022103	07/21/2008	Edit
14	HC30	0710022095	07/21/2008	Edit
15	HC30	0710022094	07/21/2008	Edit
16	HC30	0710022087	07/21/2008	Edit
17	HC30	0710022098	07/21/2008	Edit
18	HC30	0710022078	07/21/2008	Edit
19	HC20	0710020663	07/21/2008	Edit
20	HC40	0710019126	07/21/2008	Edit
21	HC80	0710020492	07/21/2008	Edit
22	HC80	071001443	07/21/2008	Edit
23	HC40	0710023569	07/21/2008	Edit
24	HC20	0710020662	07/21/2008	Edit
25	HC20	0710019131	07/21/2008	Edit



Config

The configuration section of the system is for configuring new equipment, this is often done only during the initial installation of the system and should not be accessed during normal business hours.



For more information regarding the Configuration module refer to the LaundryCard Installation Guide.



The configuration pages can only be accessed from the X-Changer, not available remotely.



Entering the config module will stop all card readers from accepting cards, and preventing new equipment starts!

General Info

Location details can be modified on this screen

CC1 (Primary) 8/28/2010 1:26:08 PM 1.0.290

GENERAL INFORMATION

General Settings

Store ID: 290

Store Name: SmartWash Mt. Prospect **Open 7/25/08**

Store Owner: SmartWash Services Inc

Store Address: 1631 W. Algonquin Road

Store Phone Voice: 847-545-9885

Store Phone Data:

Card Concepts Phone: 866-860-1660

New Card Deposit: \$ 0.00

Bonus Percent: % 100

Report Printer: (requires a Screen Reset on both systems if changed)

Registration Bonus: \$ 0

Birthday Bonus: \$ 0

Birthday Bonus Range (days): 0

Birthday Bonus Delay (days): 7

Show Default Advertising Screen:

Screen Messages

Main Screen Message (English): Welcome to Smart Wash in Mt. Prospect

(Spanish): Welcome to Smart Wash in Mt. Prospect

"Money" Message 1 (English): One free dryer cycle with Front Load wash

(Spanish): 1 secada gratis por cada lavada

"Money" Message 2 (English): One free dryer cycle with Front Load wash

(Spanish): 1 secada gratis por cada lavada


Credit Card Settings

Merchant Number: 87880000746

Credit Card Processor Code: NDC

Buttons: Save, Done, Help

- **Store ID** - This is a unique identifier for your store, this number is assigned by CCI when the system is first installed. Refer to this number when calling into technical support.


 Do not delete or change the store ID number or your system may not function properly

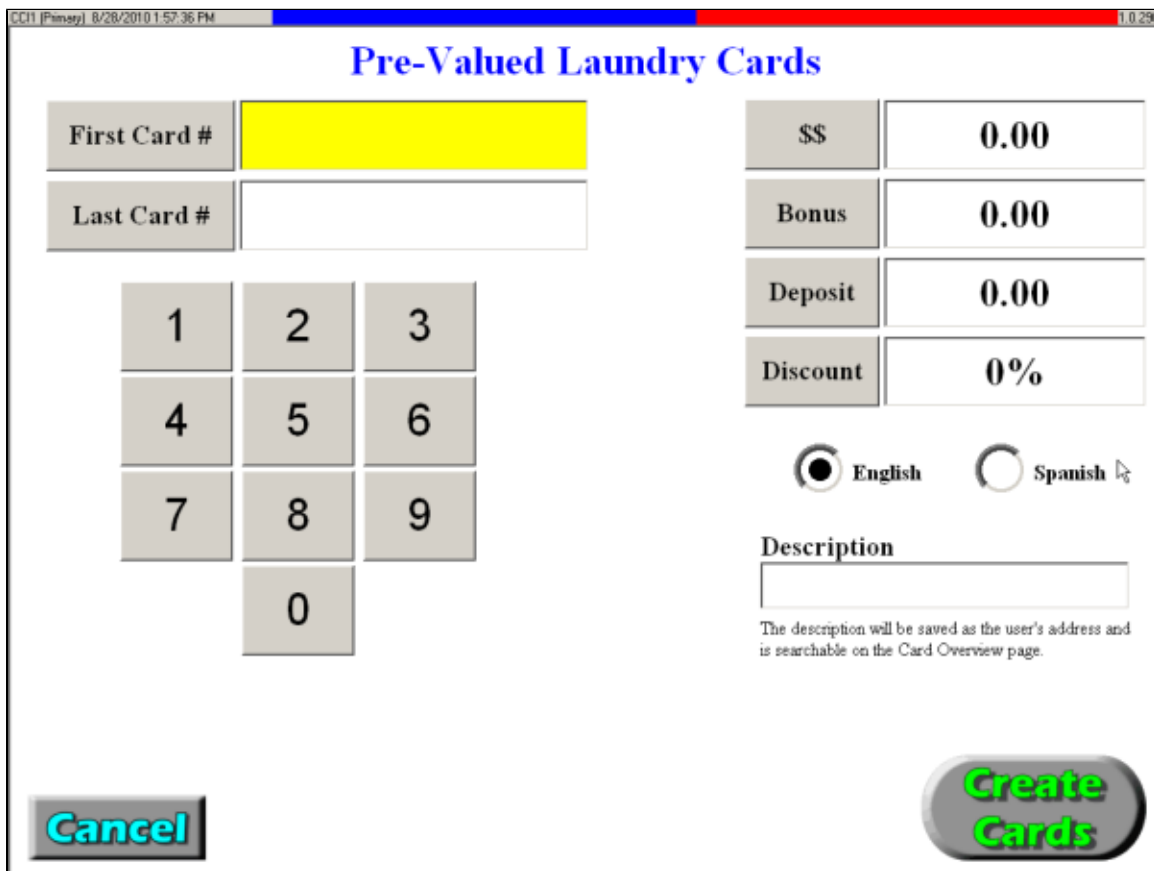
- **Store name** - The name that appears at the top of reports for identification purposes
- **Store owner** - Informational only
- **Store address** - Address appears at the top of reports for identification purposes
- **Store phone voice** - Informational only
- **Store phone data** - Informational only
- **Card Concepts Phone** - Phone number to CCI, can be used to contact technical support
- **New Card Deposit** - The value that will be deducted from new card purchases, amount collected during new card purchases is stored in the 'Card Deposit' field on each Laundry Card.
- **Bonus Percent** - This determines how much of the bonus is applied to each transaction. If the amount is set to 50, then only 50% of the vend amount is deducted from the bonus, and the rest must come from the value the customer has added to the card. This prevents a customer from putting \$20 on a card using the \$2 balance immediately, and then asking the attendant to refund the original \$20.
- **Report Printer** - If there is no printer connected to the system, un-check this box to avoid printer errors during collections.
- **Registration Bonus** - The amount that customers will be rewarded for self registering their card. This bonus can only be awarded to each card one time.
- **Birthday Bonus** - The amount that customers will be awarded on or around their birthday
- **Birthday Bonus Range (days)** - The number of days before or after customers birthday for which the bonus can be rewarded, if value is set to 10 days then if customer inserts card within 10 days of their birthday they will be rewarded.
- **Birthday Bonus Delay (days)** - The number of days that a customer must wait from the date they enter their birthday before they are eligible for a bonus.
- **Show Default Advertising Screen** - Check on or off will turn on or off the default "Advertising Opportunities Available" from an idle machine
- **Main Screen Messages** - These 50 character messages can be customized and appear on the front index screen, Spanish version will appear when previous customer uses Spanish card. Must enter text in Spanish, system does not translate.
- **Money Message 1 & 2** - These 50 character messages can be customized and appear on screens where customer is asked for money. Messages run one after the other.
- **Merchant Number** - Credit card merchant ID number provided by credit card processing company

- **Credit Card Processor Code** - Internal code used to assist CCI software to process credit cards, provided by CCI.
- **Credit Card Minimum Amount** - The minimum amount that can be charged on a single credit card transaction
- **Credit Card Maximum Amount** - The maximum amount that can be charged on a single credit card transaction
- **Daily Credit Card Limit** - The maximum amount that a single credit card number can charge in a system on a single day without attendant intervention. If customer attempts to use card after this amount has been reached they will be prompted to 'See the Attendant for Assistance'. The attendant can use the [Verify Credit Card feature](#) to override this setting.
- **Receipt Printer** - Check this box if you want customers to be able to print credit card receipts.

Assign Cards

The Assign Cards Function is used to create pre-valued laundry cards with a specific balance, bonus, or discount. Use this function to produce powerful marketing programs, and then notify people of the promotion. For example, you might advertise that the first 50 customers to come in at a certain time would receive a card with a starting value of \$5. To issue this type of card, select **Assign Cards** from the manager's main menu screen. Use the keypad on the next screen to enter the starting card number and the ending card number for this batch of cards. (The cards will be numbered in sequence.) Then enter the value balance, bonus, deposit, and/or discount) information to be applied, and finally, choose **Create Cards**.

 **This function cannot be undone! Make sure the information is correct and that the cards stay secure after creation.**



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Pre-Valued Laundry Cards

First Card #		\$\$	0.00
Last Card #		Bonus	0.00
		Deposit	0.00
		Discount	0%

English
 Spanish

Description

The description will be saved as the user's address and is searchable on the Card Overview page.

Clear All Transactions

This function is used to delete all transactional data including sales information from system.



This can not be undone, do not perform this function unless you intend to zero your reports

Employee Hours Editor

Allows the user to call up employee by either card number or name (when the employee's name is registered on the card). The search is then conducted using the desired date range. Once dates are selected, the Manager may then press **Get Data**. Once **Get Data** is pressed, clock in/out transactions within the selected date range are listed pertaining to the employee in question. The Manager then only needs to select the check in date/time to make any necessary changes.

Check In / Check Out Records for Employee

Back

Employee Card Number:

Employee Name:

Start Period Date:

End Period Date:

Check In Date/Time	Check Out Date/Time	Working Hours
8/28/2010 6:52:41 AM	Still Clocked In	N/A
8/27/2010 11:45:35 AM	8/27/2010 9:45:35 PM	10
Total		10

Promotions

Displays access to various promotional setup functions.



- Card Viewer
- Wash To Win
- Coupon Program

Card Viewer

The card viewer function is a powerful filtering utility that will allow users to find specific cards based on any criteria within the cards details. Once filtered this record set of cards can be either downloaded for mailing purposes and or have a coupon program applied.

CC1 (Pmsaj) 8/26/2010 3:07:36 PM 1.0.290

Select required fields, set filter(s) and press Show Data button

Field Name	Include in Results	Filter	Min	Max	Like (substring)
CardNumber	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
UserName	<input type="checkbox"/>	<input type="checkbox"/>			
UserAddress	<input type="checkbox"/>	<input type="checkbox"/>			
UserCity	<input type="checkbox"/>	<input type="checkbox"/>			
UserState	<input type="checkbox"/>	<input type="checkbox"/>			
UserZip	<input type="checkbox"/>	<input type="checkbox"/>			
UserPhone	<input type="checkbox"/>	<input type="checkbox"/>			
UserType	<input type="checkbox"/>	<input type="checkbox"/>			
UserLang	<input type="checkbox"/>	<input type="checkbox"/>			
DateIssued	<input type="checkbox"/>	<input type="checkbox"/>			
TotalExpenditure	<input type="checkbox"/>	<input type="checkbox"/>			
Balance	<input type="checkbox"/>	<input type="checkbox"/>			

[Download](#)

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This function requires understanding of raw CSV data and should be used by advanced users

Wash To Win

Wash to Win is a loyalty program that encourages customers to return to the store. Customers are rewarded points for every dollar they spend on qualifying machines and when they reach the goal amount they are rewarded with credit towards the start of another machine.

Wash to Win is also an excellent card retention program, as customer who have low balances will be encouraged to not discard their card as the points stored on the card will be lost.

CC1 (Pmsary) 8/26/2010 2:14:50 PM 1.0.290

Wash to Win Promotion is NOT Active.

Change the Promotion End Date to a later date to activate.

Enable Advertisement Screen - **PREVIEW:**

Wash to Win Promotion Start Date:

Wash to Win Promotion End Date:

Points Accumulation Percentage Rate¹:

Conversion Points Value²:

Wash to Win Bonus Percentage Rate³:

Reset All Previously Accumulated Points to 0:

"Winner" Screen Message 1 (English):

(Spanish):

"Winner" Screen Message 2 (English):

(Spanish):

1. The percentage rate in which customers will earn points. For example, if set to 30, customers will earn 30 points for every dollar they spend on machines.
2. How many points customers must earn to receive a bonus. It is also the amount of the bonus, at a penny a point. For example, if set to 300 customers will be awarded \$3.00 when they reach 300 points.
3. The rate in which Wash to Win bonus is released to customers. This works just like the bonus percent in the General Info screen. It is recommended to leave this at 100.

- **Enable Advertisement Screen** - Check this box to have system display Wash to Win advertising screen when idle, preview of add is available.
- **Wash to Win Start Date** – This field should be set to the date you wish to have the Wash to Win promotion to start. You may choose to have the promotion start any time in the future.
- **Wash to Win End Date** – This field should be set to the date you wish to have the Wash to Win promotion to end. *It's important to remember that if the current date is not within the promotions designation the Wash to Win will not be active and running.*
- **Points Accumulation Percentage Rate** – This field designates the rate in which customers will accumulate points. The system associates points to dollars \$0.01 to a 1 point. For example if this field is set to '30' then customers will earn 30 points for every dollar spent on qualifying equipment. If a machine costs \$2.00 then the customer will earn 60 wash points for using that machine.
- **Conversion Points Value** – This field designates the goal the customer must achieve in order to be rewarded. It also designates the amount of the reward. If the field is set to '300' then the customer must earn 300 points in order to be rewarded. In this same example the reward is determined by taking the 300 points and converting it back to dollars at the same rate it was accumulated, 1 point = \$0.01. In this example the customers attaining their goal would be rewarded with \$3.00 in free wash credit.
- **Wash to Win Bonus Percentage Rate** - The rate in which Wash to Win bonus is released to customers. This works just like the bonus percent in the General Info screen. It is recommended to leave this at 100.
- **Reset All Previously Accumulated Points to 0** - Checking this option will before starting a new Wash To Win program will remove an previously accumulated points from customer cards.
- **Winner Screen Messages** - 50 Character messages can be edited to show a custom message to customers who have earned a bonus, messages run consecutively. Spanish messages will appear if customer card is marked as Spanish, Spanish messages must be entered in Spanish the system does not translate.



The easiest way to understand the Wash to Win program is to consider the accumulation rate easiest way to understand the Wash to Win program is to consider the accumulation rate as he discount you wish to reward your loyal customers. Setting this field to '30' essentially gives your customers a 30% discount for achieving the goal. The conversion points value sets "how loyal" a customer has to be in order to receive the discount. It's advised that in order to set these fields correctly that you evaluate how much your customers spend an average in a week and set the goal to reward them for 3 to 4 weeks of loyal patronage

Only machines that 'Allow Points' will reward customers, in most cases only washer should be configured to issue points.

CC11 (Pmeyer) 8/28/2010 2:38:11 PM 1.0.290

Wash to Win Points Equip

Select Equipment on which Wash to Win Points can be earned

Equip ID	Equip Name	Points Allowed
1	Huebsch 30lb.	<input checked="" type="checkbox"/>
2	Huebsch 30lb.	<input checked="" type="checkbox"/>
3	Huebsch 40lb	<input checked="" type="checkbox"/>
4	Huebsch 20lb.	<input checked="" type="checkbox"/>
5	Huebsch 30lb Stack Dryer	<input type="checkbox"/>
6	Huebsch 45lb. Stack Dryer	<input type="checkbox"/>
7	Bathroom Door	<input type="checkbox"/>
8	MDB Vending	<input type="checkbox"/>
9	Internet Kiosk	<input type="checkbox"/>

Save **Back**



Wash to Win Analysis

This report will show a summary of how many points have been earned and converted as well as the amount of bonus dollars that have been awarded, used, and that are still available.

CCI [Pmsay] 8/26/2010 2:46:48 PM 1.0.290

Print this Page  **Wash To Win Analysis Report** 

SMARTWASH MT. PROSPECT **OPEN 7/25/08**
1631 W. ALGONQUIN ROAD

Show Details (Cards) 

Results for the period 8/25/2009 - 8/1/2010

Card	Total Points Earned	Points not Converted	Total Wash to Win Bonus Awarded	Wash to Win Bonus Used	Wash to Win Bonus Available
Total 2847 cards with points	749551	729551	\$200.00	\$145.50	\$54.50

Coupon Program

The Coupon program is designed to allow users to configure preset coupon codes that when customer enter them on the X-Changers they are rewarded with the designated discount or bonus. See [customer functions](#) guide for more information on how to apply a coupon.

Once you have entered the details of the program, click **Save**. To clear the current program and add a new program click **Add New Program** button.

CC1 (Pmsaj) 8/26/2010 2:48:35 PM 1.0.290

Coupon program is currently active.

Coupon Program Name:

Start Date:

End Date:

Award Discount Percentage:

Award Dollar Bonus:

Coupon Code: (Letters and/or Numbers Only)

Coupon Required: (Customer has to enter coupon code to receive coupon)

Apply to existing cards: (Apply award to currently dispensed customer cards)

Apply to new cards: (Apply award to customer cards dispensed after the program has started)

Combine With Other Discount: (If checked Coupon Discount will be applied on the top of regular card discount. If not checked - MAX of two discount values will be used.)

Last 5 Programs

Program Name	Start	End	Code	Code Required	Award Bonus	Award Discount	Apply To Existing Cards	Apply To New Cards	Combine Discounts
Discount Days	8/27/2010 7:30:53 AM	9/27/2010 7:30:52 AM	RAINBOW	Yes	No	20%	Yes	Yes	Yes

- **Coupon Program Name** - Simple identifier, not used as coupon code
- **Start Date** - The date when this coupon will be valid for redemption
- **End Date** - The date when this coupon will no longer be valid for redemption
- **Award Discount Percentage** - Enable this to give customer percentage discount on all machines started during program dates
- **Award Dollar Bonus** - Enable this to give customer a static bonus dollar amount when coupon code is entered.
- **Coupon Code** - Enter the characters that customers will need to enter in order to redeem coupon
- **Coupon Required** - Enable this to force customer to enter coupon to receive promotion
- **Apply to Existing Cards** - Enable this to allow cards dispensed prior to start date to be able to receive promotion
- **Apply to New Cards** - Enable this to allow cards dispensed after start date to be able to receive promotion
- **Combine With Other Discounts** - Enable this to allow coupon reward to be applied on the top of regular card discount. If not checked - MAX of two discount values will be used



Only one coupon program can be active at a time

Attendant Duties Schedule

Configurable task list of responsibilities to be addressed in the store. These tasks can be scheduled to repeat on an hourly, daily, weekly, or monthly basis. Pending tasks appear on attendants screens and give the employee the ability to 'Complete' the task in the system. The tasks can be reviewed for completion using the Attendant Duties Report.

This screen allows user to add, edit, and remove tasks. It is possible to set a 'One Time' task by accessing the Pending Attendant Duties screen from the Managers menu.

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Attendant Scheduled Duties

	Task ID	Task Description	Frequency	Day Of Month	Day Of Week	Every # Hours	Start Time	End Time		
Delete	1	Sweep Floor	Hourly		na	6	06:00 AM	11:59:59 PM	Edit	
Delete	2	Mop Floor	Hourly		na	6	06:00 AM	11:59:59 PM	Edit	
Delete	3	Clean Bathroom	Hourly		na	12	06:00 AM	11:59:59 PM	Edit	
Delete	4	Wipe down washer fronts Machine #s1-24	Daily		na		06:00 AM	9:59:59 AM	Edit	
Delete	5	Wipe down washer fronts Machine #s25-46	Daily		na		09:00 PM	10:59:59 PM	Edit	
Delete	6	Clean Dryer Lint	Daily		na		12:00 PM	2:59:59 PM	Edit	
Delete	7	Wipe Down X-Changer Fronts	Daily		na		06:00 PM	11:59:59 PM	Edit	
Delete	8	Wipe Down Bill to Bill XChanger	Daily		na		06:00 PM	11:59:59 PM	Edit	
Delete	9	Clean Windows	Daily		na		06:00 PM	11:59:59 PM	Edit	
Delete	10	Clean Internet Station	Daily		na		12:00 PM	5:59:59 PM	Edit	
Delete	11	Wipe Down Pop and Candy Machine	Daily		na		12:00 PM	5:59:59 PM	Edit	
Delete	12	Clean Prize Machines	Weekly		Tuesday		06:00 AM	11:59:59 PM	Edit	
Delete	13	Wipe Down Chairs & Tables	Daily		na		06:00 PM	11:59:59 PM	Edit	
Delete	14	Dust Tops of Machines & Bulkheads	Weekly		Wednesday		06:00 AM	11:59:59 PM	Edit	
Delete	15	Clean Dryer Glass Machine #s1-30	Daily		na		06:00 AM	11:59:59 AM	Edit	
Delete	16	Clean Dryer Glass Machine #s 31-60	Daily		na		12:00 PM	5:59:59 PM	Edit	
		<input type="text"/>	Hourly	<input type="text"/>	na	<input type="text"/>	00:00 AM	00:59 AM	<input type="button" value="Add"/>	



Tasks that are setup on this screen take 24 hours to become active and scheduled.

Pending Attendant Duties

The pending attendant duties screen shows the activities that have been scheduled for that day. You can edit any of these tasks from here as well as set a one time task, one time tasks that are entered here appear immediately at the designated time and do not require 24 hours to display.

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Attendant Scheduled Duties (Today)

	Task ID	Task Description	Scheduled Start Date and Time	Scheduled Complete Date and Time	
Delete	11114	Clean Bathroom	8/28/2010 6:00:00 AM	8/28/2010 5:59:59 PM	Edit
Delete	11109	Sweep Floor	8/28/2010 12:00:00 PM	8/28/2010 5:59:59 PM	Edit
Delete	11112	Mop Floor	8/28/2010 12:00:00 PM	8/28/2010 5:59:59 PM	Edit
Delete	11122	Clean Internet Station	8/28/2010 12:00:00 PM	8/28/2010 5:59:59 PM	Edit
Delete	11123	Wipe Down Pop and Candy Machine	8/28/2010 12:00:00 PM	8/28/2010 5:59:59 PM	Edit
Delete	11126	Clean Dryer Glass Machine #s 31-60	8/28/2010 12:00:00 PM	8/28/2010 5:59:59 PM	Edit
Delete	11124	Wipe Down Chairs & Tables	8/28/2010 6:00:00 PM	8/28/2010 11:59:59 PM	Edit
Delete	11113	Mop Floor	8/28/2010 6:00:00 PM	8/28/2010 11:59:59 PM	Edit
Delete	11110	Sweep Floor	8/28/2010 6:00:00 PM	8/28/2010 11:59:59 PM	Edit
Delete	11115	Clean Bathroom	8/28/2010 6:00:00 PM	8/29/2010 5:59:59 AM	Edit
Delete	11119	Wipe Down X-Changer Fronts	8/28/2010 6:00:00 PM	8/28/2010 11:59:59 PM	Edit
Delete	11120	Wipe Down Bill to Bill XChanger	8/28/2010 6:00:00 PM	8/28/2010 11:59:59 PM	Edit
Delete	11121	Clean Windows	8/28/2010 6:00:00 PM	8/28/2010 11:59:59 PM	Edit
Delete	11117	Wipe down washer fronts Machine #s25-48	8/28/2010 9:00:00 PM	8/28/2010 10:59:59 PM	Edit
		<input type="text"/>	<input type="text" value="8/28/2010 15:18:48"/>	<input type="text" value="8/28/2010 23:59:59"/>	<input type="button" value="Add"/>

Edit Messages

Changing system messages is possible for some screens where there might be store specific details that may need to be displayed. Use the **Edit Messages** button to access the editable messages, every message has English and a Spanish version. The system does not automatically translate English to Spanish; it must be typed in as you wish it to appear on the screen.

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Screen Messages

Record ID	Message #	Message Text	Message Language	
317	62	See Machine for cycle time	English	Edit
318	62	Vea la máquina para el tiempo	Spanish	Edit
301	110	Min amount from Credit Card	English	Edit
302	110	Min amount from Credit Card	Spanish	Edit
303	111	Max amount from Credit Card	English	Edit
304	111	Max amount from Credit Card	Spanish	Edit
305	112	Please specify correct amount	English	Edit
306	112	Please specify correct amount	Spanish	Edit
400	200	Cannot Read Card. Please remove card and re-insert it again.	English	Edit
399	200	Tarjeta Difícil de Leer, Por Favor Retire Tarjeta	Spanish	Edit
401	201	Duplicate Credit Card Transaction during the day d	English	Edit
405	201	Cantidad mínima de la tarjeta de crédito	Spanish	Edit
402	202	Credit Card Name:	English	Edit
406	202	Credit Card Name:	Spanish	Edit
403	203	Amount:	English	Edit
407	203	Amount:	Spanish	Edit
404	204	Select OK to create another transaction or CANCEL	English	Edit
408	204	Select OK to create another transaction or CANCEL	Spanish	Edit
409	205	OK	English	Edit
410	205	OK	Spanish	Edit
411	206	CANCEL	English	Edit
412	206	CANCEL	Spanish	Edit
501	211	Please See Attendant for Receipt	English	Edit
502	211	Please See Attendant for Receipt	Spanish	Edit



Technician Solutions

This screen allows user to customize the predetermined list of solutions that a technician can record when servicing equipment.

When configuring/editing messages designate which column is desired for description to appear, Column 1 is the left column, and Column 2 is the right column.

See the Technicians Functions Guide for more information

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Tech Solutions

	Record ID	Sort Index	Job Description	Column #	
Delete	1	1	Cleared Drain Valve	1	Edit
Delete	2	2	Repaired Water Valve	1	Edit
Delete	3	3	Repaired Timer/Micro	1	Edit
Delete	4	4	Repaired Motor	1	Edit
Delete	5	5	Repaired Electronics	1	Edit
Delete	6	6	Repaired Bearings	1	Edit
Delete	7	7	Repaired Wiring	1	Edit
Delete	8	8	Repaired Card Reader	1	Edit
Delete	9	9	Repaired Door/Lock	1	Edit
Delete	10	10	Repaired Other	1	Edit
Delete	21	11	Repaired Cover	1	Edit
Delete	11	101	Replaced Drain Valve	2	Edit
Delete	12	102	Replaced Water Valve	2	Edit
Delete	13	103	ReplacedTimer/Micro	2	Edit
Delete	14	104	Replaced Motor	2	Edit
Delete	15	105	Replaced Electronics	2	Edit
Delete	16	106	Replaced Belt	2	Edit
Delete	17	107	Replaced Contactor	2	Edit
Delete	18	108	Replaced Card Reader	2	Edit
Delete	19	109	Replaced Door/Lock	2	Edit
Delete	20	110	Replaced Other	2	Edit
	<input type="text"/>	<input type="text"/>		Column 1 ▾	<input type="button" value="Add"/>

Set System Time

Setting the System Time can be performed by clicking the **System Time**. The system time should always be set on both computers, failure to do so may cause the new time not to be saved.

System Time

8/28/2010 3:28:46 PM

Current Time

Please be patient after you press the save button a success message will apper here when finished.

Date	08/28/2010	Time	15:28
	<small>(use MM/DD/YYYY format for Date)</small>		<small>(use hh:mm 24 hour format for Time)</small>

1	2	3
4	5	6
7	8	9
	0	

Done

Save



If your store is connected to the internet, you system will automatically synchronize its clock with an online time source, and this function should not be needed.

Purge Cards

It may be desirable over time to clear out old abandon cards that have not been used for some time. This function will allow user to designate the criteria for which cards should be deleted.

CC1 [Pmsay] 8/26/2010 3:33:59 PM 1.0.290

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Purge Card Records

Last Used Before
 Balance < \$
 Show Card Details

Issued Before
 Include Cards Never Used

Number Of Cards	<input type="text" value="728"/>	1) Modify criteria. 2) Click 'Refresh' to update information. 3) Click 'Delete Cards' to purge records. You can't delete more than 5000 records at a time.
Minimum Balance	<input type="text" value="0"/>	
Maximum Balance	<input type="text" value="0.0900"/>	
Average Balance	<input type="text" value="0.0062"/>	
Total Balance for Selected Cards	<input type="text" value="4.5500"/>	

Only cards that have been dispensed for at least 1 year can be purged

Escrow

A new feature in V7 is the ability to establish escrow during a new card dispense. If when a customer attempts to purchase a new card the card fails to scanned by the X-Changer the system will attempt to alert the customer to re-insert their card in order to apply the proper credit. If the customer does not insert their card within 2 minutes of the dispense the system will store the value of the purchase in escrow.

This screen will allow user to review the applied and the 'unused' escrow transactions. It is also possible to apply an escrow balance to a customer card by choosing an un-assigned record and clicking **Edit**. Enter the card number of the card to receive the escrow amount and click **Save**.

By default only un-assigned records will appear on this scree, enabling the 'Show ALL Records' option will also display the previously assigned escrow transactions.

Attendants also have the ability to assign escrow, see the [Attendants Functions Guide](#) for more details.

CCI (Pmsay) 8/26/2010 3:38:48 PM 1.0.290

Money "On-Hold"

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Show ALL records

	Amount	Date/Time Inserted	Credit Card	Date/Time Assigned	Assigned To Card	Employee Card	
1	\$20.00	8/27/2010 3:16:56 PM		8/27/2010 3:20:33 PM	999000010180	999000020151	Edit

License Key

The license key function manages the features that have been enabled on the system, this function is primarily used by CCI tech support.

Frequently Asked Questions

All Users

- What if I lose my card?
[Report it immediately to the management, who can disable the card so it won't be used by anyone else.](#)
- I put my card in the X-changer, but the screen didn't show me my account. Why?
[You took out your card. Leave it in the reader to see your information. Otherwise, the machine gets ready for the next customer.](#)

Customers

- I put in \$5 when I got my card but my balance is only \$4.40. Why?
[In some stores a deposit is required to get a new card. This small deposit keeps customers from throwing away their cards. If there is a \\$.60 deposit, for example, it will be taken when you get your card. This deposit is only taken ONCE, not every time you add money. \(Many stores will give you your deposit back if you turn in the card to the attendant.\)](#)

Technicians

Attendants

Collectors

Managers

- Troubleshooting
[Troubleshooting and technical articles are available on the secured support channel of our website \[www.laundrycard.com\]\(http://www.laundrycard.com\). Username's and Passwords can be obtained from CCI technical support. Here you will find the latest troubleshooting information.](#)

Shortcuts & Hints

Customers

- You only have to pick the language once---after that all instructions will be in the right language.
- As you become more familiar with using the system it is not necessary to touch the screen to add value or check the balance of your card, simply insert your card at any time and the system will respond and display your card balance and allow you to add value.

Technicians

- Changing the status of a card reader may take anywhere from 20 to 60 seconds depending on the number of machines in a store. If the X-Changer grid shows the status differently than the card reader, just wait a few moments till the card reader is updated by the system.
- Selecting options 3 or 11 from the machine status screen will put the card reader into a special 'Off Line' mode and the card reader will display "See Attendant" rather than the normal "Machine Out of Service" message. When changing the status from 3 or 11 back to 1 it may take longer for the card reader to respond as long as 10 minutes.
- Resting the timer on a card reader at the card reader can be done if you have used your card to start it. Simply re insert your card and the system will reset the timer and allow the card reader to accept a card again. **This will not stop the machine if it is in cycle.**

Attendants

- If a customer has more than two cards to merge it is possible to repeat the merge process until all of the card balances have been moved to a single card.
- When merging a card the name and registration information is not transferred to the new card. If your store captures registration information from customers it is important that you re register the customers final card.
- If you run into a situation where the Bill Acceptor will not accept money, it's always a good idea to try a BNA Power cycle

- Always watch the top of the X-Changers; the Grey bar at the top of the screen is a status indicator. If you see the bar turn Red it could indicate that there is problem or the system needs something, check the problem with the CHECK MESSAGES button from your main menu.

Collectors

Managers

- **Download Links** – On many of the report screens you will find a "Download" link located in the upper right hand corner of the screen. This link 'if available' allows you to download the information on the screen you your remote computer in a '.csv' format. This can usually be opened with any spreadsheet program like Microsoft® Excel™ or Access™.